SureWest Service Guide.

Important information!

Retain for your records.

SureWest®

A better experience.

Welcome to SureWest

Welcome to SureWest.

This guide to SureWest services contains information on using your new SureWest entertainment services — Advanced Digital TV, High Speed Internet and Telephone. Although you'll find answers to many of your most common questions in this guide, our Web site is the best resource for learning about your new SureWest services. A wealth of information is available to you at **surewest.com**.

If you need more assistance, please call Customer Care at **866.SureWest.**

About SureWest

SureWest is a premier provider of the most advanced communications products and services in the Sacramento and Kansas City Metropolitan regions, delivering Advanced Digital Television, High-Speed Internet, local and long distance telephone, digital phone, and more, all for your home or business. SureWest has been serving the local community for over 90 years; we're a name you can rely on.

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Advanced Digital TV

Remote Control

To view your Advanced Digital TV service, complete the following steps:

A. **Press the STB button on your remote control**
B. **Press the Power button on your remote control, this will power on your TV and DVR/set-top box simultaneously**
C. **Press the Menu button to display the main menu**
D. **Use the arrow keys to select an option: Live TV, Recorded TV, Video On Demand, Extras or Settings**

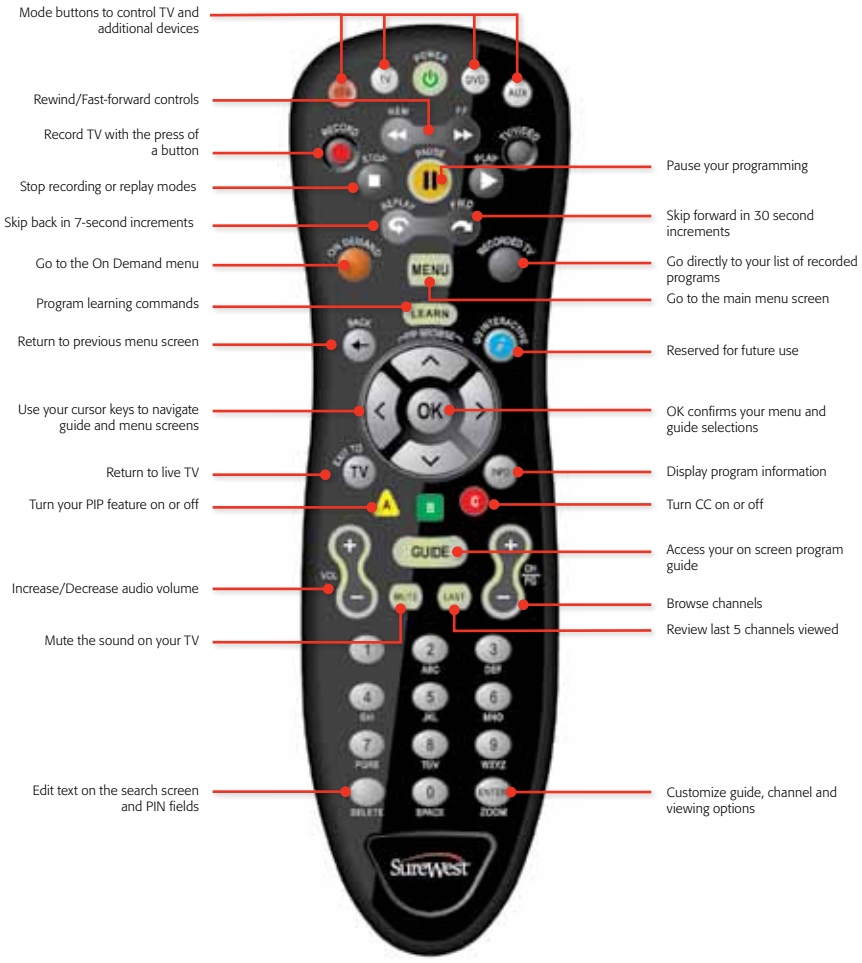
You are now ready to sit back, relax and enjoy a better TV experience!

Batteries

To change the batteries, open the cover on the back of the remote. Press the cover tab gently and lift the cover up. Other ways of opening the cover may result in breaking the cover. The batteries should be installed observing the polarity indicated on the inside of the battery compartment.

Remote Control Functions

Use your remote to access programs, adjust volume, control your DVR/set-top box and On Demand selections as well as scroll through and confirm actions within the on-screen menus.


Mode buttons to control TV and additional devices
Rewind/Fast-forward controls
Record TV with the press of a button
Stop recording or replay modes
Skip back in 7-second increments
Go to the On Demand menu
Program learning commands
Return to previous menu screen
Use your cursor keys to navigate guide and menu screens
Return to live TV
Turn your PIP feature on or off
Increase/Decrease audio volume
Mute the sound on your TV
Edit text on the search screen and PIN fields
Pause your programming
Skip forward in 30 second increments
Go directly to your list of recorded programs
Go to the main menu screen
Reserved for future use
OK confirms your menu and guide selections
Display program information
Turn CC on or off
Access your on screen program guide
Browse channels
Review last 5 channels viewed
Customize guide, channel and viewing options
MENU
LEARN
OK
GUIDE
SureWest

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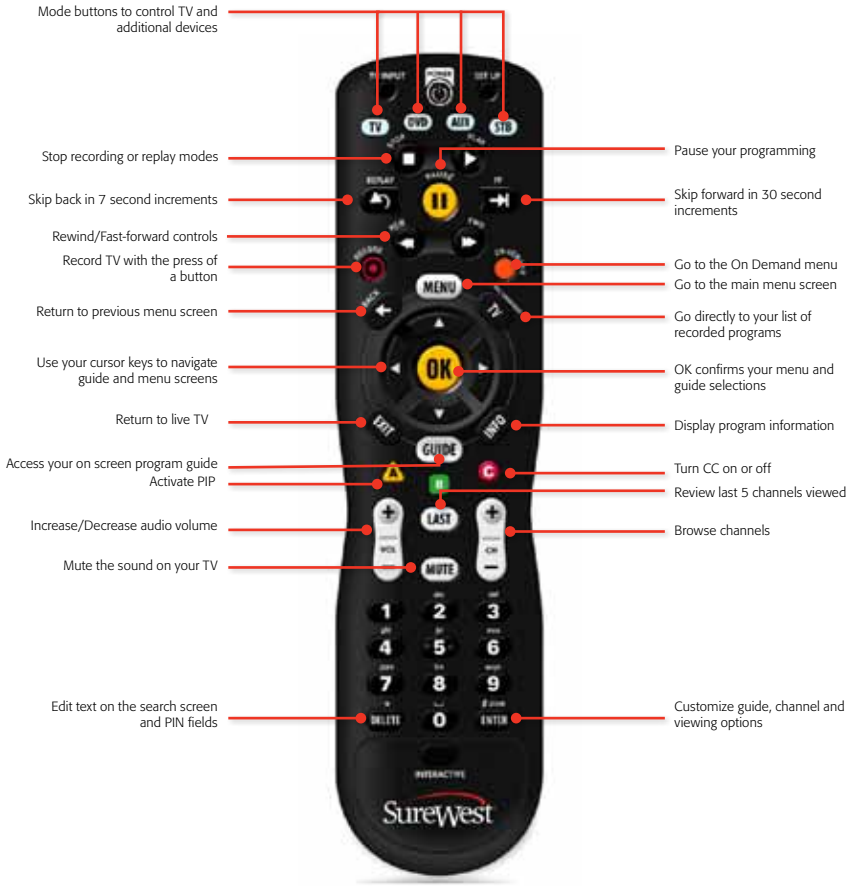
Remote Control Functions cont.


Mode buttons to control TV and additional devices
Stop recording or replay modes
Skip back in 7 second increments
Rewind/Fast-forward controls
Record TV with the press of a button
Return to previous menu screen
Use your cursor keys to navigate guide and menu screens
Return to live TV
Access your on screen program guide
Activate PIP
Increase/Decrease audio volume
Mute the sound on your TV
Edit text on the search screen and PIN fields
Pause your programming
Skip forward in 30 second increments
Go to the On Demand menu
Go to the main menu screen
Go directly to your list of recorded programs
OK confirms your menu and guide selections
Display program information
Turn CC on or off
Review last 5 channels viewed
Browse channels
Customize guide, channel and viewing options
TV
DVD
AUX
STB
MENU
OK
EXIT
GUIDE
INFO
LAST
MUTE
SureWest

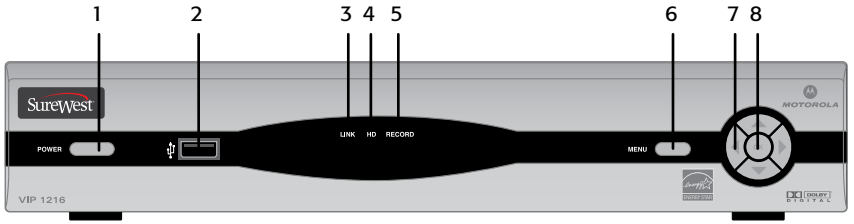
Get to know your SureWest Whole Home DVR/set-top box

Your SureWest Whole Home DVR/set-top box is a Motorola VIP 1232/1216/1200. It supports all of SureWest's advanced digital TV services including Pay Per View, Video on Demand and HD.

Your DVR and set-top box must be handled much in the same way as a computer to reduce potential for damage.

- Position it in an open space to allow airflow around the DVR/set-top box
- Do not place the DVR/set-top box in an enclosed entertainment unit or cabinet
- Do not place the DVR/set-top box on a soft surface such as a rug, sofa, bed or other similar surface
- The DVR/set-top box should not be next to an external heat source that could raise the temperature of the unit
- Connection into a surge protector along with your other audio/video equipment is highly recommended

Front Panel



Item	Description	Function
1	Power	The power button will turn the DVR/set-top box on and off. When held for more than 5 seconds the DVR/set-top box is restarted. Green lighting indicates the power is on
2	USB Port	USB 2.0 connector, not supported at this time, reserved for future use
3	Link LED	Green lighting indicates data or programming stream is being received
4	HD LED	Blue lighting indicates the DVR/set-top box is in HD mode (720p or 1080i setting mode)
5	Record	Red lighting indicates program recording
6	Menu	Press the Menu button to activate the on-screen menu
7	Up, down, left and right arrow keys	Up and down arrow keys allow you to change channels. Left and right arrow keys allow you to navigate through the guide and menu
8	OK	Confirms channels or menu options

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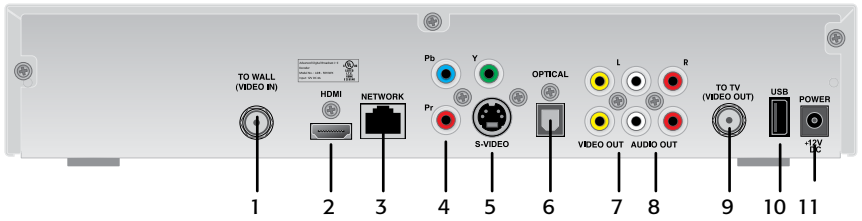
Advanced Digital TV

Rear Panel



Item	Description	Function
1	To Wall (Video In)	Coax input for home video network
2	HDMI	Input for high-definition TV or home theater receiver with HDMI connection
3	Network	Ethernet port
4	Y PB PR	Components to connect video output to an HDTV
5	S-Video	Video output for VCR or TV with S-Video connections
6	Optical	S/PDIF audio output to a digital home theater receiver
7	Video Out	RCA output to connect to TV, VCR, DVD recorder or other device
8	Audio Out L and R	Left and Right RCA stereo audio output
9	To TV (Video Out)	Coax output for TV or VCR
10	USB	USB 2.0 connector, not currently supported, reserved for future use
11	Power +12V DC	DC power adaptor connection

The Menu

Use the SureWest menu to watch Live TV, view Recorded TV, access Video On Demand, manage your Caller ID on TV, or manage your SureWest Advanced Digital TV settings.

Access The Menu

1. Press the **Menu** button on your remote control (The menu displays on the TV screen)
2. Use the cursor keys to select an option
3. Press **OK** to access one of these options

Options	Use	Functions
Live TV	**Watch live TV**	View programming currently airing on live TV
	Guide	Access all programming. Channels, program titles and time frames are indicated. You may also press the Guide button on your remote control
	Favorites	Select Favorites to view the program guide with only your favorite channels listed. For more information on managing your favorite channels see the Favorites section on page 16
	Search	Use the search function to find programs in the guide or in the On Demand library by title, keyword or person
Recorded TV	**View Recordings**	Manage, edit, delete or view recordings by date or title on your whole home DVR
	Scheduled	Manage and edit your scheduled recordings and series recordings
	Add Recording	Schedule new recordings by using the Guide, search function or manually using the program channel and time
Video On Demand	**Browse Videos**	Browse from movie and program titles available On Demand (VOD)
	Current Rentals	View VOD titles that you have rented up to 72 hours after your initial rental confirmation (availability time varies by title)
	Search	The search function is available for you to search the entire On Demand library for content by program, text or person
Extras	**Caller ID History**	View and manage your Caller ID History.
	Caller ID Snooze	Snooze, Disable and Enable your Caller ID on TV feature.
Settings	**General**	Manage your guide, favorites and display settings
	Television	Manage your guide, favorites and display settings
	Audio	Manage your audio settings
	Parental Controls	Manage your DVR/set-top box parental controls
	Restart System	Use the Restart System function to automatically reboot your DVR/set-top box

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Settings

Use the **Settings** menu to manage your DVR/set-top box settings.

Options	Use	Functions
General	System sound effects	Choose to allow or mute the sound effects you hear while navigating through your set-top box menus and program guide
	On Screen Language	Choose the language for your on screen displays. English is the only language supported
	Security	Allows you to change between enhanced and standard security settings when using an HDMI connection.
	System Information	View network and system information that applies to your DVR/set-top box
	Troubleshoot your broadband connection	Troubleshooting tips and guides for your system connection
	RF output channel	Select the channel your TV should be tuned to in order to view your Digital TV service. Channel 4 is the recommended output channel
Television	Customize channel guide	Choose the channels that you would like to have displayed or suppressed
	Set up favorites	Choose your favorite channels to create a favorites list
	Guide Style	Choose from a grid or channel line up style for your on screen program guide display
	Screen aspect ratio and high definition	Select the aspect ratio for your DVR/set-top box display. 1080i is the recommended selection for high definition TV's, 4:3 is recommended for standard definition, the default setting is 480i
	Closed Captioning	Choose to activate/deactivate digital or standard closed captioning
Audio	Audio language	Choose your preferred audio language.
	Secondary audio	Choose your preferred secondary language.
	Audio Description	Enable/Disable audio descriptions. Audio descriptions are secondary audio streams that provide descriptions of the visuals in the program to assist those with visual impairments
	Digital Audio Output	Choose from Stereo or Surround sound digital audio output
Parental Controls	Parental Locking	Activate and manage your parental controls
	Adult Locking	Manage your Adult content locking feature
Restart System		Use the Restart System function to automatically reboot your DVR/set-top box

ADTV Shortcut: To quickly activate or deactivate your Closed Captioning feature without going through all of the menus, press the red C button on your remote control.

System Information

The System Information option provides you with details on the status of your SureWest Advanced Digital TV system.

System Information	
Time	The information provided here is the current date and time and provides the amount of time since your box was rebooted.
TV 2 Client Version	This information lets you know what version of software is being used by your equipment.
Set-Top Box/CPU	This identifies the type of box in use, for example the Motorola 1200, Motorola 1216, or Motorola 1232.
MAC ID	This field provides the MAC address of your DVR/set-top box Ethernet port.
Client ID	This field provides ID information for provisioning your DVR/set-top box.
Network Information	
IPTV Status	This field advises whether or not your DVR/set-top box is connected to the SureWest network
System Resources	
Streams	This field verifies the level of provisioning on your DVR/set-top box.
Disk Usage	This field identifies the available capacity on your Whole Home DVR, this field will show "N/A" on the additional set-top boxes in the home as they do not have a hard drive.
Listings Information	
Data Version	This field identifies the version of guide data being used by your DVR/set-top box.
Download Time	This field provides the date and time of the last instance data was pulled to populate your on-screen program guide.
Network DVR information	
Number of TV Receivers	This field advises of the total number of set-top boxes in your home that are currently connected to the SureWest network including your DVR.
Last Local Node Status Time	This field provides the date and time of the latest node status update.
Last Remote Node Status Time	This field provides the date and time the latest node status update was received from a remote box, this time should be within three seconds of the Last Local Node Status Time.
Last Network DVR Packet Time	This field identifies the date and time of the last broadcast to other set-top boxes in the home.
Local Scheduled-Recording Version	This information reflects the local schedule version on your set-top box.
Latest Scheduled-Recording Version	This information reflects the schedule version of the server.
Recorded TV Version	The information in this field identifies the DVR file system version for recorded content that is used by the node boxes to update the recorded TV list.

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Stand By Mode

Your Whole Home DVR/set-top box will go into Standby or Sleep mode in the following instances:

- The Menu or Guide screen is left up for an extended period of time
- A VOD program or DVR recording has reached the end and is waiting on a response
- Your DVR/set-top box is turned off when you press the Power button on your remote control to turn off your TV
- If you reach your network capacity you will be given the option to discontinue one of the functions, if you choose to continue on the current box, the others will go into Standby/Sleep Mode. If no action is taken, the current box will go into Standby/Sleep Mode.
- To bring your DVR/Set-top box out of Standby Mode press **OK** to begin watching TV.

The **Standby/Sleep** Mode is identified by a blue screen with a message which states **"Press OK to watch TV"**.

Note: If your DVR/Set-top box is in standby sleep mode, this does not mean the box is powered off. When the unit is in standby sleep mode, it is still pulling a data/video stream and is using bandwidth. In order to free up a stream you will want to power off the box by pressing the Power button. When the green light turns off, this indicates the unit is turned off.

Each Set-top box when in use or powered on counts as a program being watched. If you see a message that displays "Too many devices in use" on your TV screen, ensure that the Set-top boxes not in use are powered off by pressing the power button.

Set Parental Controls

SureWest provides a parental control feature that enables you to limit the selections you or your family can watch. When a selection is blocked a lock image will appear on your screen with a message advising you to press **OK** to unlock the program. Even when the channel or program is locked by the parental locking feature, program titles and descriptions are still viewable through the program guide unless Adult Locking has been activated (for additional information see Adult Locking section on page 13).

Creating Parental Controls

1. Press **Menu** on your remote control
2. Scroll to **Settings**
3. Scroll to **Parental Controls** and press **OK**
4. Select the **Parental Locking** option
5. The first time you access this option you will be prompted to establish a 4-digit PIN, this PIN will be used to lock and unlock the parental controls
6. Enter the 4-digit PIN you would like to use and save the entry
7. Now you can choose whether or not to require a PIN on movie rentals by selecting the corresponding **Change** button
8. Choose to lock or unlock channels by selecting the Channels **Change** button
9. Choose what parental guideline rating to lock or unlock by selecting the corresponding **Change** button
10. Choose the Movie Ratings to lock or unlock by selecting the corresponding **Change** button
11. Choose to lock or unlock unrated content by selecting the corresponding **Change** button

You may choose to Lock all options in the parental locking menu by scrolling to the **Lock** option and pressing **OK** on your remote control.

To change your **Parental Locking PIN**, select the Change PIN option in the Parental Locking menu.

> ***Important:*** the **Save** button must be selected after each parental locking feature is changed in order to save preferences.

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How to Set Up or Change your PIN
To set up your PIN follow the steps below:

1. Press the **Menu** button on your remote control
2. Scroll to **Settings**
3. Scroll to the **Parental Controls** option and press **OK** on your remote control
4. Press **OK** on the **Parental Locking** option
5. You will be prompted to choose a 4-digit PIN, enter your choice of a 4-digit PIN and press **OK**
6. You will now be prompted to confirm your PIN, re-enter your new PIN and press **OK**

Your PIN has now been activated.

To change your PIN follow the steps below:

1. Press the **Menu** button on your remote control
2. Scroll to the **Settings** menu
3. Scroll to **Parental controls** and press **OK** on your remote control
4. Enter your 4-digit PIN when prompted
5. Press **OK** on the **Parental Locking** option
6. Scroll to the **Change PIN** option and press **OK** on your remote control
7. You will be prompted to enter a new 4-digit PIN, enter your new PIN
8. You will now be prompted to confirm your new 4-digit PIN, re-enter your new PIN

Your PIN has now been changed.

Reminder: the **Save** button must be selected after each change in order to save your new PIN.

Adult Content Locking

The Adult Locking feature is automatically set on your account when your new Advanced Digital TV service is installed. You have the option to lock, unlock and change the PIN used for this feature. This feature will lock the adult content, which includes any programming rated AO, TV-MA or NC-17. When one of these titles is scrolled over in the on-screen program guide or in the programming information bar at the bottom of the screen, you will see a message that states "Locked Adult Content". This feature is automatically enabled to avoid any adult content descriptions or titles from appearing. To lock or unlock this content or to change your PIN, follow the steps listed below.

1. Press the **Menu** button on your remote control
2. Scroll to **Settings**
3. Scroll down to **Parental Controls** and press **OK** on your remote control
4. Scroll to **Adult Locking** and press **OK**
5. You will be prompted to enter your 4-digit PIN (default PIN upon initial installation is 1234)
6. To lock/unlock this feature press the **OK** button on your remote control while the Lock Adult Programs field is highlighted (a lock image will appear if content is locked)
7. Once you have made your selection scroll to **Save** or **Don't Save** to save or reset your selections

Once Adult Locking has been deactivated you can completely remove all Parental Controls by following the steps below:

1. Press **Menu** on your remote control
2. Scroll to **Settings** and select **Parental Controls**
3. Select the **Parental Locking** option
4. Enter your 4-digit PIN when prompted
5. Scroll to **Turn Off Locking** and press **OK**
6. Choose **Reset all parental locks** and press **OK**
7. Scroll to **Reset** and press **OK**

All Parental Controls have now been deactivated. To reactivate parental controls, please reference the Parental Controls section on page 11.

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On the **Adult Locking** screen you will also have the option to change your PIN. To change your PIN follow the steps below:

1. While on the Adult Locking screen scroll to **Change PIN** and press **OK** on your remote control
2. Enter a new PIN when prompted
3. Confirm your new PIN by re-entering your selection when prompted

Your Adult Locking PIN has now been changed.

Note: Parental controls are automatically re-entered when service is turned on/off.

Reminder: For additional Parental Control information please see the Parental Controls section on page 11.

Guide

You can choose to view your on-screen program guide in one of two different formats, the grid style, which is the default setting, or a channel line up style. The grid style shows the current time block with a list of channels with the respective program information. If you select the channel line up style you will see the channel you are on with the current and upcoming program information. With both options you can scroll through the guide channel by channel to view the current and upcoming programming.

To change your guide format preference follow the steps below:

1. Press **Menu** on your remote control
2. Scroll to **Settings** and select the **Television** option
3. Scroll to **Guide Style** and press **OK** on your remote control
4. Select the guide preference of your choice and press **OK** on your remote control
5. Scroll to **Save** and press **OK**. Your on-screen program guide preferences have now been set, each time your press the **Guide** button on your remote control your on-screen program guide will appear in this format

While in the Guide you have many customization and short cut options. To access these options press the Zoom/Enter button on your remote control. Below is a list of the options available when using the Guide Options short cut with a description of each option.

Guide Options		
Jump To Day & Time	On Now	This option will take you to your guide with a list of programming that is on at the current time
	Tonight	This option takes you directly to prime time in the guide so you can quickly view the programming available during prime time of the current day.
	Tomorrow	This option takes you directly to the same time frame of the following day to enable you to quickly view the programming airing in 24 hours.
	Dates	This option lists the upcoming dates (48 hours out to 10 days out); by selecting one of these dates you will go directly to the list of programming available for the specified date to enable you to quickly find upcoming programming up to 10 days out.
View Style	Channel Lineup or Grid Style	Choose between Channel Lineup and Grid Styles for your guide
Display Channels	View Favorite Channels	By selecting this option you can easily navigate between your favorite channel list in the guide and a full listing of all channels you subscribe to.
Display	All Channels	Selecting this option will show you the guide with all channels in your chosen format (Channel Line up or Grid style)
	Favorite Channels	This option will display the guide in your selected layout style with only your Favorite channels listed. (For more information on Favorite channels see the Favorites section page 16)
Settings		
	Customize Channels	Selecting this option allows you to remove channels from your line up. This option is perfect when you don't want children to see channels in your channel line up or if you only want to see a certain subset of your subscribed channels when in the Guide.
	Change Favorites	This option allows you to edit and manage your favorite list of channels (for more information on Favorite channels see the Favorites section page 16).
	Set Guide Style	This option will allow you to change your preferred guide layout. This is a short cut for switching between Channel Line up and Grid styles.

Picture in Picture (PIP) Preview Feature

In addition to the customizable on-screen guide, you will see the picture-in-picture feature displayed. As you scroll through the different channels the programming currently playing on each channel will appear in the smaller picture at the bottom left side of your screen to preview.

You can also use the picture-in-picture preview feature by pressing the up and down arrow keys while viewing your current program, or when you press the **Last** button on your remote control.

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Advanced Digital TV

Picture In Picture (PIP)

SureWest offers you an exclusive feature that you can't get anywhere else, SureWest PIP! With SureWest PIP you get a true picture-in-picture experience. This feature allows you to view one program on a full screen with audio, while watching a second program on a mini inset screen, referred to as the PIP screen. The PIP screen does not have audio; however, you do have the ability to move the PIP screen to the location on screen that is the most convenient for your viewing. View the PIP in the upper and lower right and left corners of the screen.

To use the PIP feature, follow these easy steps:

1. Press the A button on your remote control; this will launch your PIP screen. Both pictures will be tuned to the same channel at launch.
2. Enter a new channel number on your remote control. The most recently entered channel number will be viewable in the main screen on your TV.
3. To swap the channel between the main screen and the PIP screen press the A button on your remote control.
4. Use the button on your remote control to move the PIP from one corner of your TV screen to the other.
5. To change channels tuned on the main screen just use the **channel** +/- button or the number key pad on your remote control. Your PIP screen will remain viewable and on the original channel selected each time you change the channel on the main TV screen.
6. To exit the PIP screen, press the **Exit to Live TV** button on your remote control.

Note: While the PIP feature is active you will not see an inset PIP appear in the info bar when scrolling through channels or after pressing the last button. Once the PIP feature is deactivated the inset PIP will resume in the info bar and last utton function. An important note to remember is your SureWest ADTV service enables you to utilize up to 6 streams of video at a given time, the PIP appearance on your TV screen utilizes a1 stream of video. This means while the PIP is in use you are using 2 video streams on 1 TV at the same time. For more information on video streams please see the FAQ section of your SureWest At A Glance Manual.

Channel Blocking

SureWest gives you the ability to lock channels on your Digital TV service. Locking a channel will prevent the corresponding programming from being viewed. To lock channels follow the next steps:

1. Press the **Menu** button on your remote control
2. Scroll to **Settings**
3. Select the **Parental Controls** option
4. Press **OK** on the Parental Locking option
5. Enter your 4-digit PIN when prompted
6. Scroll to the **Change** button for the **Channels** option and press **OK** on your remote control
7. Scroll through the list of channels and press the **OK** button on your remote control for each channel that you would like to block
8. Once you are finished selecting channels, scroll to **Save** and press **OK** on your remote control
9. To **Unlock** *all* channels on the list choose **Unlock All** and press **OK**
10. Scroll to the **Save** button and press **OK**

Your channel locking preferences have now been set.

Note: To quickly view a list of the currently blocked channels, select the **view locked only** option in the channel locking menu.

Favorites

In addition to the default channel list, you can create a personalized favorites list. To create your Favorites list, follow the steps below:

1. Press the **Menu** button on your remote control
2. Scroll to **Settings**
3. Scroll to **Television** and press **OK** on your remote control
4. Scroll to **Set up Favorites** and press **OK** on your remote control
5. In the list of channels, press **OK** on each channel that you would like to add/remove from your **Favorites** list
6. Scroll to Save and press **OK** on your remote control

Your Favorites list has now been created.

To access your Favorites list press the **Menu** button on your remote control, scroll to **Live TV**, then to **Favorites** and press **OK** on your remote control. Use your **Favorites** list to select programming to watch or record.

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Advanced Digital TV

ADTV Shortcut: While in the on screen program **Guide**, press the **Zoom/Enter** button and scroll to **View Favorite Channels** to quickly view your favorite channels in the guide.

Search

The **Search** feature has been created to help you find programming you want to watch by defined text or people's names. This feature helps you to quickly find programming without scrolling through the on-screen program guide channel by channel or by timeframes. The **Search** function will search all programming information available through the next 14 days or through the VOD library.

To search for programming follow the steps below:

1. Press the **Menu** button on your remote control
2. Scroll to **Live TV**
3. Scroll to **Search** and press **OK** on your remote control
4. Using your remote control and the on-screen keyboard type the text that you would like to search for. As you type, the programming that matches your text criteria will begin to appear on the screen for you to choose from
5. Choose a program from the list and press **OK** on your remote control
6. Now you will be given a list of the time and location of the program. Using your remote control cursor keys, select a programming option
7. You can now choose to **Record episode, Record series** or **View more show times**
8. After choosing to record your program you will now be given additional recording options where you can choose how long to keep the recording or to change the scheduled end time for the recording
9. Once all options are selected your program will be recorded on your DVR

You will also have additional options such as searching titles only, video on demand only or to search people only. To access these options, while in the search detail screen scroll to the **Options** button and press **OK** on your remote control. Now select the search option you would like and press **OK** on your remote control.

ADTV Shortcut: While on the **Search Detail** screen press the **Zoom/Enter** button and choose to filter your search results by titles, video on demand or people only.

Video On Demand (VOD)

SureWest On Demand provides access to thousands of hours of video titles, concerts, movies, free programs and special events. Ordering is simple and you can pause, fast-forward, rewind and stop the selection (just like using your DVD player). Select rentals are available for up to 72 hours, rental window is based upon individual title and movie studio.

To access VOD press the **On Demand** button on your remote control to choose from the available tabs.

Order VOD Titles

1. Press the **On Demand** button on your remote control
2. Scroll to **Movies On Demand** press the **OK** button on your remote control
3. Use the navigation buttons to view the VOD library by category, title or page.
4. Scroll to the title you want to rent and press **OK** on your remote control. Select the rent option and press **OK** on your remote control. A confirmation option will appear, choose the rent or don't rent option. Once you confirm the rental the movie will begin to play. If the **PIN required** option has been enabled through the parental controls menu you will be required to enter your PIN when selecting the rent option.
5. Use the fast-forward, play, rewind, stop and pause buttons to view your selection.

To verify a VOD purchase; press the **On Demand** button on your remote control. All available VOD titles will be listed on the **Current rentals** tab.

Additional VOD Information

Some movie titles will have a preview option; this option is available after selecting a title from the VOD menu. To watch the preview, scroll to the preview option and press **OK** on your remote control. The preview will begin playing; at the bottom of the screen you will see a message offering rental information. Press **OK** to rent or decline the rental.

Once you have chosen a movie to rent, press **OK** on your remote control, you will now be asked to continue with the rental process by choosing the **Rent for $X.XX** or **Don't Rent** option. Once you have selected the **Rent for $X.XX** you will be able to view the title for the available rental period and you will be charged on your next monthly statement. If you choose the **Don't Rent** option you will go back to the rental information screen.

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Advanced Digital TV

Replay or Restart VOD

1. Press the **On Demand** button on your remote control
2. Scroll to **Current Rentals**
3. Choose the title that you want to restart or replay and press **OK** on your remote control
4. Scroll to **Play** and press **OK** on your remote control. The title will now begin to play from where you last left off. To start from the beginning, press **Stop** and choose the **Start Over** option.
5. Use the fast-forward, rewind, stop and pause buttons to view your selection.

Note. If watching a rented title from additional set-top boxes in your home the movie will only be viewable from the beginning of the program or movie. To skip ahead to where you previously left off, use the **fast-forward** or **skip ahead** buttons on your remote control.

SVOD, Premium VOD and TV on Demand

SureWest SVOD (Subscription Video on Demand), Premium VOD and TV on Demand gives you entertainment on your terms.

SVOD enables you to subscribe to great content like Disney Family Movies or WWE Classics 24 hours a day, seven days a week (monthly subscription required).

When you subscribe to a premium channel (HBO, Cinemax, Showtime, The Movie Channel, Starz or Encore) you also get that premium provider's On Demand programming FREE! Enjoy shows at your convenience with up to 150 hours of content to choose from each month, including blockbusters, original movies, series and events. Every premium VOD title comes with full DVD functionality with just your remote control. With new titles added every week, there is always something to watch.

Some TV channels make their programming available on demand at no additional charge. Check out the **Free on Demand** category to see what's available. (TV on demand is only available when you subscribe to a package that includes the corresponding channels)

In order to access SVOD, Premium VOD or TV on Demand content you must subscribe to the corresponding service.

To subscribe, please call us at **1.866.SureWest**

Please note: *TV on demand titles may include Ads that you are unable to fast-forward.*

Replay or Restart SVOD, Premium VOD and TV on Demand Titles

1. Press the **On Demand** button on your remote control
2. Scroll to the premium provider that you were previously watching
3. Navigate to and choose the title that you want to restart or replay and press **OK** on your remote control, the title will now begin to play from where you previously stopped watching
4. Use the fast-forward, rewind, stop and pause buttons to view your selection

Pay-Per-View (PPV)

Pay-Per-View provides access to special events, such as concerts, sporting events and more. For a complete listing of PPV channels please see page 33.

Order PPV

1. Press **Guide** on your remote control (The list of programs displays)
2. Use one of the following methods to select a PPV:
   a. Press the cursor keys to scroll up/down one channel at a time
   b. Enter the channel number and press **OK**
   c. Press **Pg Up** or **Pg Down** in order to view each page of channels
   d. Press **fast-forward** or **rewind** while in the on-screen program guide to advance or reverse 24 hours at a time
3. Scroll to the PPV program you want to order and press **OK** on your remote control. When prompted choose the "**Rent for $x.xx** confirmation option by pressing **OK** on your remote control. PPV charges will appear on your next monthly statement.

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Note: In order to rewind, fast-forward, pause or watch a PPV event outside of it's regularly scheduled time you must record it with your DVR. PPV programs are not stored for a pre-determined amount of time like a VOD title; your DVR/set-top box treats it like any other regularly scheduled program. PPV events can be scheduled/ordered up to 3 days in advance.

Program Disclaimer

We receive programming from various cable and non-cable networks and we are not responsible for the content of programs aired by these networks.

Refer programming complaints or questions to the cable or broadcasting networks.

Note: Be sure to take advantage of the parental control options available with this service.

Visit our Web site at support.surewest.com for additional information.

SureWest Advanced Digital TV Online DVR Manager

SureWest's Advanced Digital TV with whole home DVR now offers an Online DVR Manager. This means you can access your DVR manager and recordings from anywhere with internet access! Online DVR Manager enables you to schedule recordings, manage existing recordings, view your program guide and channel line up right from your PC.

It's simple just log in to **My SureWest** (surewest.net), click on the **My Services** link and choose **Online DVR Manager.**

To schedule recordings with the Online DVR Manager:

1. While in the program **Guide** screen click on a program title that you would like to record.
2. In the pop up dialogue box that appears choose to **Record this episode only** or **Record Series.** If you choose Record Series the following options will be available:
   a. **Time:** this will enable you to choose if you would like episodes to record **any day around the same time, any day any time**, or **any day any time only once per day.**
   b. **Episode:** This drop down enables you to select **First run and rerun** or **First run only.**
3. Next choose when you would like to stop the recording, you can choose to stop it **On Time** as scheduled in the guide or extend the recording past the scheduled end time in case the program runs over. You may choose from the extended recording times listed below:
   a. 15 minutes after
   b. 30 minutes after
   c. 1 hour after
   d. 2 hours after
   e. 3 hours after

To schedule recordings with the Online DVR Manager continued:

4. Choose how long you would like to keep the recording from the **Keep Until** drop down. The keep options available are:
   a. Keep until space is needed
   b. Keep until you delete
5. Click on the **Record** button, red dots will appear next to the programs indicating that the recording is scheduled. Your program will now be scheduled to record on your Whole Home DVR and will be accessible from all set-top boxes in your home.

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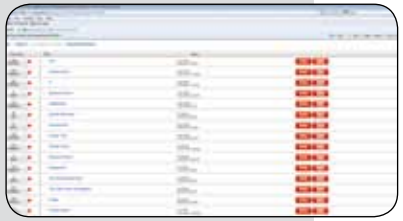
To Manage your scheduled programs:

1. Click on the **Scheduled Shows** header, a list of all programs scheduled to record will appear on the screen.
2. From the **Scheduled Shows** screen you may choose **Delete** to delete a single recording or **Delete Series** to delete an entire series. *Please note: No confirmation box will be displayed once* **Delete** *or* **Delete Series** *is selected, recordings will be automatically cancelled.*



3. You may also choose to edit the recording **end time** from the Scheduled Shows screen by clicking on the program title. Once you click on a title and the dialogue box appears, select your preferred **Stop** time and click **Update.**

To Manage your recorded programs:

1. Click on the **Recorded Shows** header, a list of all programs stored on your DVR will appear.
2. To **Delete** a recorded program click the red delete button to the right of the program title and information. *Please note: No confirmation box will be displayed once* **Delete** *is selected, recordings will be automatically deleted.*

3. From the **Recorded Shows** screen you may view your recording preferences for a particular recording. Just click on the title, a dialogue box displays reflecting your **Stop** and **Keep Until** preferences. From this dialogue box you can only view your **Stop** and **Keep Until** preferences; however, you may choose to Delete a recording from this dialogue box. *Please note: No confirmation box will be displayed once* **Delete** *is selected, recordings will be automatically deleted.*

You may also choose to Search for programs using your Online DVR Manager.

1. To search for a program to record, click on the **Search** header.
2. From the **Search** screen type the program title you would like to search for in the search box and click on the **Go** button.
3. All available programs that match your search criteria will be displayed below the search box. Click on a title to record one episode only or to record the series, a dialogue box will appear. Choose your recording preferences then click on the **Record** button. Your preferences for this recording will be saved and will be recorded on your SureWest Whole Home DVR and will be viewable from all set-top boxes in your home.

Helpful hints for your Online DVR Manager:

- To navigate to different time blocks while in the program guide, click the blue left or right arrows at the top of the program guide grid on each side of the time slots.
- To jump to a different date or time in the program guide click on the Date or Time drop down menus at the top of the screen and select the date or time that you would like to jump to.
- Parental controls are not applied to nor are they accessible through the online DVR manager.
- The program guide reflects all SureWest channels even those that you may not subscribe to, prior to scheduling a recording you may want to confirm that you subscribe to the applicable channel.

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Advanced Digital TV

SureWest Caller ID on TV for ADTV

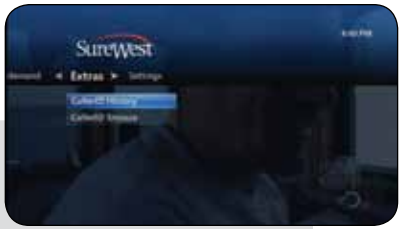
With SureWest's Caller ID on TV you take control of your incoming calls. Caller ID on TV lets you decide whether an incoming call will be an interruption.

When a call comes in to your home phone a banner will appear at the top of your TV screen with the caller's name (when available) and phone number. You can now see who is calling right from your TV!

Manage Your Caller ID on TV feature

To manage your Caller ID on TV feature you will use the Extras tab in the main menu on your SureWest Advanced Digital TV service. The menu options in this tab will enable you to view your Caller ID history, temporarily snooze the feature for a specified period of time or completely disable the feature.

To view your Caller ID history:



1. Press the **Menu** button on your remote control
2. Scroll to the **Extras** tab
3. Scroll down to **Caller ID History** and press **OK** on your remote control
4. Your Caller ID history appears on the screen, on this screen you can browse the calls to your home phone by pressing the up and down arrow keys on your remote control. Or scroll to the **Next** tab on the screen and press the **OK** button on your remote control to scroll through multiple pages of call history.

On the Caller ID History screen you can manage your Caller ID History listing by saving or deleting records, or you can also choose to delete all records. To manage your Caller ID history listing:

1. Press the **Menu** button on your remote control
2. Scroll to the **Extras** tab
3. Scroll down to **Caller ID History** and press **OK** on your remote control
4. While in the **Caller ID History** screen scroll to a record on the screen by using the arrow keys on your remote control
5. Once you have scrolled to the record you would like to save or delete press the **OK** button on your remote control
6. A pop-up box will appear with call record details which include the caller's name if available, the date and time of the call. Here you will have the option to **Delete Record**, **Save** or **Delete All History**. Scroll to the action you would like to select and press **OK** on your remote control. When selecting the **Delete Record**, or **Save** options no confirmation prompt will appear. When you choose the **Delete All History** option you will receive a confirmation prompt asking: **All call history will be deleted. Are you sure?** To confirm select **Yes** or **No**.

You also have the option to **Snooze**

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Advanced Digital TV

or **Disable** your Caller ID on TV feature. The **Snooze** feature allows you to temporarily disable the on screen call displays for a specified number of minutes; this feature is perfect for watching movies. You may also choose to completely **Disable** the feature, if this option is selected you will not see the feature working again until you **Enable** the feature.

To Snooze the Caller ID on TV displays follow these easy steps:

1. Press the **Menu** button on your remote control
2. Scroll to the **Extras** tab
3. Scroll down to **Caller ID Snooze** and press **OK** on your remote control
4. Using the arrow keys on your remote control, scroll to the **Minutes** box and enter the number of minutes you would like the feature to be disabled for (i.e. 30 minutes for a TV program or 120 minutes for a movie)
5. Scroll to **Snooze** and press **OK** on your remote control
6. The Caller ID on TV displays will not appear when a call is received at your home until the specified **Snooze** period has expired. To cancel the Snooze period follow **steps 1-3**, then select the **Reset** option and press **OK** on your remote control.

To completely Disable the Caller ID on TV feature follow these easy steps:

1. Press the **Menu** button on your remote control
2. Scroll to the **Extras** tab
3. Scroll down to **Caller ID Snooze** and press **OK** on your remote control
4. Scroll to the **Disable** option and press **OK** on your remote control
5. The feature will now be disabled until you choose to **Enable** the feature. To **Enable** the Caller ID on TV displays **repeat steps 1-3**, press **OK** while the **Enable** option is highlighted.

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Channel Line-up (alphabetical)

Digital Basic

42	A&E
44	ABC Family Channel
17	Access Sacramento 1*
18	Access Sacramento 2*
172	Antenna TV
153	Big 10 Network
100	BYU-TV
9	California Channel*
47	Cartoon Network
143	CMT
51	CNBC
48	CNN
49	CNN Headline News
34	Comcast Sports Net Bay Area
98	Comcast Sports Net Bay Area Plus
99	Comcast Sports Net California
62	Comedy Central
23	C-Span*
24	C-Span 2*
35	Discovery Channel
41	Disney Channel
63	E!
30	ESPN
32	ESPN News
31	ESPN2
46	Eternal Word Television Network
64	Food Network
50	Fox News Channel
112	History Channel
43	Home & Garden TV
26	Home Shopping Network*
144	HRTV
3	KCRA, 3 NBC*
25	KCSO, Telemundo*
12	KMAX, 31 CW*
13	KOVR, 13 CBS*
4	KQCA, 58 (My 58)*
11	KSPX, 29 PAX*
29	KSTV, Azteca America*
16	KTNC, TuVision*
8	KTXL, FOX 40*
6	KVIE, 6 PBS*
7	KVIE 2*
566	KVIE, V-me*
10	KXTV, (10)*
28	KXTV D-2*
59	Lifetime
103	Lifetime Movie Network
140	Lifetime Real Women
78	Lincoln Community Channel*
14	Metro Cable*
171	More TV
52	MSNBC
68	MTV
111	National Geographic Channel
39	Nickelodeon
27	QVC*
19	Religious Coalition*
74	Roseville Education*
73	Roseville Government*
77	Roseville Public Access*
79	RUSD*
138	Syfy Channel
21	SECC 1, Education*
22	SECC 2, Education*
70	Shop NBC
999	Shortcut to Recorded TV Menu
997	Shortcut to Video On Demand menu
75	Sierra 1*
76	Sierra 2*
1	Specials and Previews On Demand
65	Spike TV
109	TBN, Trinity Broadcast Network
55	TBS Superstation
20/148	The Jewelry Channel
36	The Learning Channel
54	The Weather Channel
170	This TV
56	TNT
38	Travel Channel
53	Tru TV
40	TV Land
58	USA Network
67	VH-1
2	WGN Superstation*

Digital Choice includes Digital Basic plus:

57	AMC, American Movie Classics
104	American Life
37	Animal Planet
118	BBC America
61	BET
113	Biography
105	Bloomberg TV
141	Boomerang
136	Bravo
135	CL00
154	Chiller TV
94	CMT Pure Country
145	CNN International
71	Cooking Channel
108	Current
125	Discovery Fit & Health

*Basic Channels **Subscription to HDTV and Premium packages required

123	Discovery Planet Green
120	Discovery Science
122	Discovery Investigation
117	Disney XD
72	DIY, Do It Yourself
801-845	DMX (41 Music Channels)
33	ESPN Classic
155	ESPNU
152	Fox Business Network
158	Fox Soccer
142	Funimation
134	Fuse
60	FX Network
115	G4
139	Game Show Network
131	Golf Channel
151	GMC
66	Great American Country
45	Hallmark Channel
114	History International
119	The Hub
137	Independent Film Channel
173	Logo
157	MLB Network
92	MTV Hits
91	MTV Jams
93	MTV U
90	MTV 2
130	Mun2
128	NBC Sports
116	Nick Jr.
89	Nicktoons
156	NFL Network
69	NUVO TV
129	Outdoor Channel
121	OWN
147	Oxygen
132	PBSKids Sprout
127	Speed Channel
133	Style
97	Teen Nick
124	The Military Channel
106	The Tennis Channel
101	Turner Classic Movies
96	VH1 Classic
95	VH1 Soul
146	Wealth TV
102	WE

Digital Encore includes up to 150 hours of Encore On Demand, Digital Basic & Digital Choice plus:

415	Encore
426	Encore Action
424	Encore Drama
420	Encore Love Stories
422	Encore Mystery
418	Encore Westerns
150	Hallmark Movie Channel
149	SoapNet
413	WAM

SureWest Sports

571	Fox College Sports Atlantic
572	Fox College Sports Central
573	Fox College Sports Pacific
570	FUEL
574	NFL Red Zone
576	Sportsman Channel

Fox Soccer Plus

159	Fox Soccer Plus
658	Fox Soccer Plus HD

Tu Tele

525	52 MX
559	Canal i
556	Cine Mexicano
530	CNN Español
526	Discovery Español
529	Fox Deportes
533	History Channel Español
555	La Familia Network
560	La Telenovela Network
532	Tr3s
130	Mun2
69	NUVO TV
534	Sorpresa
558	TV Chile
557	Momentum

Premium Channels

229	@ Max
230	5 Star Max
225	Action Max
221	Cinemax
415	Encore
426	Encore Action
424	Encore Drama
420	Encore Love Stories
422	Encore Mystery

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*Basic Channels **Subscription to HDTV and Premium packages required

Channel Line-up (alphabetical)

418 Encore Westerns
326 Flix
202 HBO
212 HBO Comedy
208 HBO Family
210 HBO Latino
204 HBO Plus
206 HBO Signature
214 HBO Zone
223 More Max
231 Outer Max
302 Showtime
312 Showtime Beyond
310 Showtime Extreme
318 Showtime Family Zone
314 Showtime Next
308 Showtime Showcase
305 Showtime 2
316 Showtime Women
402 Starz
407 Starz in Black
411 Starz Cinema
428 Starz Comedy
405 Starz Edge
409 Starz Kids & Family
321 The Movie Channel
324 The Movie Channel Extra
227 Thriller Max
228 W Max
413 WAM

International Channels

525 52 MX
504 ART America (Arabic)
565 BandaMax
559 Canal i
506 CCTV-4 (Chinese)
512 Channel 1 (Russian)
556 Cine Mexicano
530 CNN Español
561 Depelicula
562 Depelicula Plus
526 Discovery Español
529 Fox Deportes
533 History Channel Español
555 La Familia Network
560 La Telenovela Network
532 Tr3s
130 Mun2
510 RAI (Italian)
564 Ritmoson Latino USA
511 RTN (Russian)
513 SBN (Vietnamese)
69 SiTV
534 Sorpresa
563 TeleHit USA
507 The Filipino Channel
508 TV 5 (French)
502 TV Asia
558 TV Chile
557 Momentum
501 TV Japan
503 Zee TV (Asia)
505 Zhong Tian (Chinese)

Digital Music Channels

801 70's Hits
802 80's Hits
803 90's Hits
819 Adult Alternative
804 Adult Contemporary
805 Album Rock
806 Alternative
807 Blues
808 Children's
810 Classic R&B
811 Classic Rock
812 Coffeehouse Rock
813 Contemporary Christian
815 Dance
817 Eclectic Country
833 Flashback New Wave
818 Gospel
820 Holidays & Happenings
824 Hot Jamz
821 Hottest Hits
825 Hurbano
822 Jazz
809 Latin Contemporary
823 Latin Jazz
826 Lite Classical
835 Malt Shop Oldies
827 Modern Country
829 New Age
830 Rapture
831 Reggae
836 Roadhouse
816 Rock en Espanol
828 Salsa
838 Smooth Jazz
839 Soft Hits
843 Subterranean
840 Symphonic
842 Tranquility

*Basic Channels **Subscription to HDTV and Premium packages required

814 Traditional Country
844 Urban Adult Contemporary
845 Urban Beat

Pay-per-view Channels

971 Pay-per-view Events
991 Playboy TV

TrueHD Channels**

642 A&E HD
677 ABC Family HD
671 AMC, American Movie Classics HD
644 Animal Planet HD
670 BBC America HD
653 Big 10 Network HD
640 Biography HD
669 Bravo HD
678 Cartoon Network HD
691 Cinemax HD**
683 CMT HD
668 CNBC HD
648 CNN HD
699 Comcast Sports Net California HD
634 Comcast Sports Net Bay Area HD
684 Comedy Central HD
659 Crime & Investigation HD
635 Discovery HD
621 The Hub HD
623 Discovery Planet Green HD
675 Disney HD
676 Disney XD HD
689 E! HD
630 ESPN HD
631 ESPN2 HD
632 ESPNews HD
633 ESPNU HD
664 Food Network HD
652 Fox Business Network
650 Fox News Channel HD
657 Fox Soccer HD
674 FUSE HD
660 FX Network HD
687 G4 HD
690 HBO HD**
637 HD Net
636 HDNet Movies
643 HGTV HD
641 History Channel HD
673 Independent Film Channel HD
622 Investigation Discovery HD
603 KCRA, 3 NBC HD
612 KMAX CW HD
613 KOVR, 13 CBS HD
604 KQCA, My58 HD
614 KSPX, ION HD
608 KTXL, 40 Fox HD
606 KVIE, 6 PBS HD
610 KXTV, 10 ABC HD
662 Lifetime HD
663 Lifetime Movies HD
686 MAV TV HD
639 MGM HD
625 MLB Network HD
649 MSNBC HD
680 MTV HD
611 National Geographic HD
628 NBC Sports HD
624 NFL Network HD
679 Nickelodeon HD
681 Palladia HD
692 Showtime HD**
698 Showtime 2 HD**
627 Speed HD
685 Spike HD
694 Starz HD**
696 Starz Comedy HD**
695 Starz Edge HD**
697 Starz Kids & Family HD**
688 Style HD
667 Syfy HD
655 TBS HD
645 The Learning Channel HD
629 The Golf Channel HD
693 The Movie Channel HD**
620 The Science Channel HD
654 The Weather Channel HD
656 TNT HD
638 Universal HD
665 USA HD
647 Velocity
682 VH1 HD
646 Wealth TV HD
672 Women's Entertainment

*Basic Channels **Subscription to HDTV and Premium packages required

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Channel Line-up (numerical)

Digital Basic

1	Specials and Previews On Demand
2	WGN Superstation*
3	KCRA, 3 NBC*
4	KQCA, 58 (My 58)*
6	KVIE, 6 PBS*
7	KVIE, 2*
8	KTXL, FOX 40*
9	California Channel*
10	KXTV, (10)*
11	KSPX, 29 PAX*
12	KMAX, 31 CW*
13	KOVR, 13 CBS*
14	Metro Cable*
16	KTNC, TuVision*
17	Access Sacramento 1*
18	Access Sacramento 2*
19	Religious Coalition*
20/148	The Jewelry Channel
21	SECC 1, Education*
22	SECC 2, Education*
23	C-Span*
24	C-Span 2*
25	KCSO, Telemundo*
26	Home Shopping Network*
27	QVC*
28	KXTV D-2*
29	KSTV, Azteca America*
30	ESPN
31	ESPN2
32	ESPN News
34	Comcast Sports Net Bay Area
35	Discovery Channel
36	The Learning Channel
38	Travel Channel
39	Nickelodeon
40	TV Land
41	Disney Channel
42	A&E
43	Home & Garden TV
44	ABC Family Channel
46	Eternal Word Television Network
47	Cartoon Network
48	CNN
49	CNN Headline News
50	Fox News Channel
51	CNBC
52	MSNBC
53	Tru TV
54	The Weather Channel
55	TBS Superstation
56	TNT
58	USA Network
59	Lifetime
62	Comedy Central
63	E!
64	Food Network
65	Spike TV
67	VH-1
68	MTV
70	Shop NBC
73	Roseville Government*
74	Roseville Education*
75	Sierra 1*
76	Sierra 2*
77	Roseville Public Access*
78	Lincoln Community Channel*
79	RUSD*
98	Comcast Sports Net Bay Area Plus
99	Comcast Sports Net California
100	BYU-TV
103	Lifetime Movie Network
109	TBN, Trinity Broadcast Network
111	National Geographic Channel
112	History Channel
138	Syfy Channel
140	Lifetime Real Women
143	CMT
144	HRTV
153	Big 10 Network
170	This TV
171	More TV
172	Antenna TV
566	KVIE V-me*
997	Shortcut to Video On Demand menu
999	Shortcut to Recorded TV Menu

Digital Choice includes Digital Basic plus:

33	ESPN Classic
37	Animal Planet
45	Hallmark Channel
57	AMC, American Movie Classics
60	FX Network
61	BET
66	Great American Country
69	NUVO TV
71	Cooking Channel
72	DIY, Do It Yourself
90	MTV 2
91	MTV Jams
92	MTV Hits
93	MTV U
94	CMT Pure Country
95	VH1 Soul
96	VH1 Classic
97	Teen Nick
101	Turner Classic Movies
102	WE
104	American Life
105	Bloomberg TV
106	The Tennis Channel
108	Current
113	Biography
114	History International
115	G4
116	Nick Jr.
117	Disney XD
118	BBC America
119	The Hub
120	Discovery Science
121	OWN
122	Discovery Investigation
123	Discovery Planet Green
124	The Military Channel
125	Discovery Fit & Health
127	Speed Channel
128	NBC Sports
129	Outdoor Channel
130	Mun2
131	Golf Channel
132	PBSKids Sprout
133	Style
134	Fuse
135	CL00
136	Bravo
137	Independent Film Channel
139	Game Show Network
141	Boomerang
142	Funimation
145	CNN International
146	Wealth TV
147	Oxygen
151	GMC
152	Fox Business Network
154	Chiller TV
155	ESPNU
156	NFL Network
157	MLB Network
158	Fox Soccer
173	Logo
801-845	DMX (41 Music Channels)

Digital Encore includes up to150 hours of Encore On Demand, Digital Basic & Digital Choice plus:

149	SoapNet
150	Hallmark Movie Channel
413	WAM
415	Encore
418	Encore Westerns
420	Encore Love Stories
422	Encore Mystery
424	Encore Drama
426	Encore Action

SureWest Sports

570	FUEL
571	Fox College Sports Atlantic
572	Fox College Sports Central
573	Fox College Sports Pacific
574	NFL Red Zone
576	Sportsman Channel

Fox Soccer Plus

159	Fox Soccer Plus
658	Fox Soccer Plus HD

Tu Tele

69	NUVO TV
130	Mun2
525	52 MX
526	Discovery Español
529	Fox Deportes
530	CNN Español
532	Tr3s
533	History Channel Español
534	Sorpresa
555	La Familia Network
556	Cine Mexicano
557	Momentum
558	TV Chile
559	Canal i
560	La Telenovela Network

Premium Channels

202	HBO
204	HBO Plus
206	HBO Signature
208	HBO Family
210	HBO Latino
212	HBO Comedy
214	HBO Zone
221	Cinemax
223	More Max

*Basic Channels **Subscription to HDTV and Premium packages required

*Basic Channels **Subscription to HDTV and Premium packages required

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Channel Line-up (numerical)

225 Action Max
227 Thriller Max
228 W Max
229 @ Max
230 5 Star Max
231 Outer Max
302 Showtime
305 Showtime 2
308 Showtime Showcase
310 Showtime Extreme
312 Showtime Beyond
314 Showtime Next
316 Showtime Women
318 Showtime Family Zone
321 The Movie Channel
324 The Movie Channel Extra
326 Flix
402 Starz
405 Starz Edge
407 Starz in Black
409 Starz Kids & Family
411 Starz Cinema
413 WAM
415 Encore
426 Encore Action
424 Encore Drama
420 Encore Love Stories
422 Encore Mystery
418 Encore Westerns
428 Starz Comedy

International Channels

69 SiTV
130 Mun2
501 TV Japan
502 TV Asia
503 Zee TV (Asia)
504 ART America (Arabic)
505 Zhong Tian (Chinese)
506 CCTV-4 (Chinese)
507 The Filipino Channel
508 TV 5 (French)
510 RAI (Italian)
511 RTN (Russian)
512 Channel 1 (Russian)
513 SBN (Vietnamese)
525 52 MX
526 Discovery Español
529 Fox Deportes
530 CNN Español
532 Tr3s
533 History Channel Español
534 Sorpresa
555 La Familia Network
556 Cine Mexicano
557 Momentum
558 TV Chile
559 Canal i
560 La Telenovela Network

Digital Music Channels

801 70's Hits
802 80's Hits
803 90's Hits
819 Adult Alternative
804 Adult Contemporary
805 Album Rock
806 Alternative
807 Blues
808 Children's
810 Classic R&B
811 Classic Rock
812 Coffeehouse Rock
813 Contemporary Christian
815 Dance
817 Eclectic Country
833 Flashback New Wave
818 Gospel
820 Holidays & Happenings
824 Hot Jamz
821 Hottest Hits
825 Hurbano
822 Jazz
809 Latin Contemporary
823 Latin Jazz
826 Lite Classical
835 Malt Shop Oldies
827 Modern Country
829 New Age
830 Rapture
831 Reggae
836 Roadhouse
816 Rock en Espanol
828 Salsa
838 Smooth Jazz
839 Soft Hits
843 Subterranean
840 Symphonic
842 Tranquility
814 Traditional Country
844 Urban Adult Contemporary
845 Urban Beat

*Basic Channels **Subscription to HDTV and Premium packages required

Pay-per-view Channels

971 Pay-per-view Events
991 Playboy TV

TrueHD Channels**

603 KCRA, 3 NBC HD
604 KQCA, My58 HD
606 KVIE, 6 PBS HD
608 KTXL, 40 Fox HD
610 KXTV, 10 ABC HD
611 National Geographic HD
612 KMAX, CW HD
613 KOVR, 13 CBS HD
614 KSPX, ION HD
620 The Science Channel HD
621 The Hub HD
622 Investigation Discovery HD
623 Discovery Planet Green HD
624 NFL Network HD
625 MLB Network HD
627 Speed HD
628 NBC Sports HD
629 The Golf Channel HD
630 ESPN HD
631 ESPN2 HD
632 ESPNews HD
633 ESPNU HD
634 Comcast Sports Net Bay Area HD
635 Discovery HD
636 HDNet Movies
637 HD Net
638 Universal HD
639 MGM HD
640 Biography HD
641 History Channel HD
642 A&E HD
643 HGTV HD
644 Animal Planet HD
645 The Learning Channel HD
646 Wealth TV HD
647 Velocity
648 CNN HD
649 MSNBC HD
650 Fox News Channel HD
652 Fox Business Network
653 Big 10 Network HD
654 The Weather Channel HD
655 TBS HD
656 TNT HD
657 Fox Soccer HD
659 Crime & Investigation HD
660 FX Network HD
662 Lifetime HD
663 Lifetime Movies HD
664 Food Network HD
665 USA HD
667 Syfy HD
668 CNBC HD
669 Bravo HD
670 BBC America HD
671 AMC, American Movie Classics HD
672 WE, Women's Entertainment HD
673 Independent Film Channel
674 FUSE HD
675 Disney HD
676 Disney XD HD
677 ABC Family HD
678 Cartoon Network HD
679 Nickelodeon HD
680 MTV HD
681 Palladia HD
682 VH1 HD
683 CMT HD
684 Comedy Central HD
685 Spike HD
686 MTV TV HD
687 G4 HD
688 Style HD
689 E! HD
690 HBO HD**
691 Cinemax HD**
692 Showtime HD**
693 The Movie Channel HD**
694 Starz HD**
695 Starz Edge HD**
696 Starz Comedy HD**
697 Starz Kids & Family HD**
698 Showtime 2 HD**
699 Comcast Sports Net California HD

*Basic Channels **Subscription to HDTV and Premium packages required

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Frequently Asked Questions

Questions about your SureWest DVR/Set-Top Box

Where can I find details on how to install my DVR/set-top box?

Installation information is found in the Let's Get Started section of your DVR/set-top box manual. It is also available in the DVR/set-top box Self-Install section of surewest.net/support.

I have questions about my DVR/set-top box and would prefer to speak with a Technical Support representative.

Please call **866.SureWest** and follow the prompts for current customers.

How many hours of programming can I store in my DVR/set-top box?

The total number of recording hours will depend on the mix of SD (standard-definition) or HD (high-definition) programs you have recorded. With the standard Whole Home DVR (Motorola 1216) you can store up to 40 hours of HD programming or up to 100 hours of SD programming. With the Whole Home DVR Plus (Motorola 1232) you can store up to 80 hours of HD programming or up to 200 hours of SD programming.

Can I view and record HD programming with my DVR/set-top box?
Yes. Your DVR/set-top box supports both SD and HD formats. A subscription to SureWest True HD and Digital Choice or higher is required to view and record HD programming.

Do I need to have my DVR/set-top box connected to a telephone line?
No. Your DVR/set-top box updates through the Ethernet connection.

What happens if my DVR/set-top box temporarily loses power?
All recordings saved prior to the power loss will be saved, as well as your future recording schedules. Recordings that are set to record during the power loss will be missed.

If the power goes out, will my Parental Control, Favorites and Users Settings be lost?
No. These settings should not be lost if your DVR/set-top box loses power.

Why do I see the "too many devices are in use" message when only one of Set-top box is in use?
Each Set-top box when in use or powered on counts as a program being watched. If you see the "too many devices in use" message on your TV screen ensure that the Set-top boxes not in use are powered off by pressing the power button.

Questions about Recording and Replaying Programs

How many channels can I watch and record at the same time?
Depending on your service area you may be able to record up to 4 programs at once.

Can I watch a show I'm recording before the recording has completed?

Yes. You can either watch the program live as it is being recorded, or you can access the program through the recorded TV menu as it continues to be recorded.

Can I record On Demand programs?

No. Your DVR/set-top box does not record On Demand (VOD and SVOD) programs. Keep in mind that On Demand programming can be watched over a specified period of time and you have the ability to start it any time you choose.

If I have a home theater will my DVR record a program in Dolby Digital 5.1®?

Yes. If the program is broadcast in Dolby Digital 5.1® the program will be recorded with Dolby Digital 5.1®. If the program is broadcast in analog sound, the recording will also be in analog sound despite your home theater's audio connection to your DVR/set-top box.

What picture format will my DVR record programs in?
Your DVR will record the programs in the same format they are broadcast.

Can I increase the rewind and fast-forward speed?

Yes. Your DVR has the ability to rewind and fast-forward at three speeds when viewing live TV or recorded programming: 15X indicated by two arrows, 60X indicated by three arrows or 300X indicated by four arrows. The indicator arrows appear in the status bar on the screen while in rewind or fast-forward mode.

You may also skip back in 7-second increments by pressing the **Replay button** or skip ahead in 30-sceond increments by pressing the **FWD** button on your remote control.

Does my DVR record any of the menu bar, on-screen program guide, audio volume changes or anything else that appears on the screen when I am using my remote control?
No. Your DVR only records the audio and video of the program you are recording.

A recording may start a minute or more after the program has begun. Why is this?

Your DVR is synced with the TV listing and if a network starts a program earlier than on the program guide the DVR will miss that time unless you program your DVR to record earlier.

Only a part of my program was recorded. Why?

If the beginning of the program did not record, you may have tuned in after the program had begun. If the end of the program did not record, it could be your DVR has reached its content storage capacity. Another reason could be loss of power or digital TV signal during the recording.

Questions about Managing your Recordings

How long can I keep my recordings?

You can keep them as long as you want. Lock the programs you do not want auto-deleted. You may need to erase some locked recordings to make room for others if storage capacity becomes an issue.

Does my DVR automatically erase programs to make room for new ones?

Yes. Your DVR will automatically erase programs when space is needed. Your DVR will delete the oldest recordings first.

Can I erase part of a recorded program?

No. Your DVR can only erase the program in its entirety.

How many future recordings can I schedule?

You can set as many future recordings as you want provided you have the necessary storage capacity.

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Do Parental Controls work with my DVR/set-top box?

Yes. Your Parental Controls will restrict what is viewed or recorded. If you schedule a recording for a program or channel that is blocked the program will record but the video will not appear and the audio will be muted. You will need to disable your parental lock feature to view the program while it is being recorded.

For more information on Parental Controls please see the Parental Controls section on page 11 of your SureWest At a Glance Manual.

Where do I find the available capacity on my DVR?

The Disk Space Availability is listed at the bottom of the **System Resources** page. To navigate to the **System Resources** page press the **Menu** button on your remote control and scroll to **Settings**. Choose **General** then **System** where you will find the **System Resources** tab.

*Can I **Rewind, Fast-forward, Record** or **Pause** live TV from all set-top boxes in my home?*

The **Rewind, Fast-forward, Record** and **Pause** Live TV functions are available on all TVs in your home connected to a SureWest DVR or set-top box.

The Record function may be activated from any set-top box in your home by pressing the Record button on your remote control, this function is not limited just to the DVR. You may choose to record programming from any set-top box in your home, then immediately access it through the **Recorded TV** menu in order to use the **Rewind, Fast-forward** and **Pause** functions.

SureWest E-mail

Depending on your Internet service package, your account may include 6-15 e-mail accounts. The size of the individual mailbox varies from 500 MB to 2 GB. To set up additional accounts, log on to My SureWest at surewest.net.
Click **My Services** then click **Manage E-Mail Addresses.**

POP3, SMTP, and Newsgroup Server Names

- POP3 (incoming mail server): **pop.surewest.net**
- SMTP (outgoing mail server): **smtp.surewest.net**
- Newsgroup server: **news.surewest.net**

Set Up Other E-mail Programs (Microsoft Outlook, Windows Live Mail, etc.)
You can use the SureWest Webmail program to manage your e-mail, but you also have the option of using a different e-mail program, such as Microsoft Outlook. You will need your SureWest e-mail address and password in order to set up and use another e-mail program.

Use these general instructions to set up other e-mail programs. For detailed instructions, see the SureWest support site at support.surewest.com.

1. Open your e-mail program and locate the e-mail configuration settings.
2. When prompted for Display Name, enter your name.
3. When prompted, enter your complete e-mail address (e.g., jsmith@surewest.net).
4. When prompted for incoming mail or POP3 Server, enter pop.surewest.net.
5. When prompted for outgoing mail or SMTP Server, enter smtp.surewest.net.
6. Enter your username, which must be the same as your complete SureWest e-mail address (e.g., jsmith@surewest.net).
7. Enter your SureWest e-mail password.

Other E-mail Accounts
Continue to access your Yahoo!®, Hotmail, etc. accounts as you normally do.

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High-Speed Internet

Traveling with SureWest E-mail

You can access your e-mail account when you are not at home from any Internet connection:

1. Access: webmail.surewest.net.
2. Enter your complete e-mail address.
3. Enter your password.

Controlling Spam

Spam is unwanted advertising e-mail.

1. To activate the spam filter on your e-mail account, log on to webmail.surewest.net using your full e-mail address and password.
2. From the top right menu, select **OPTIONS** then **MESSAGE FILTERS**.
3. Press the **EDIT** button (looks like a pencil).
4. Select a Filter Condition: Normal.
5. Select a Filter Action: Move to **Junk Mail** folder.
6. Press **OK** then **CLOSE**.

The **Junk Mail** folder is located in SureWest Webmail in My Folders. It is a system-created folder that receives mail that the anti-spam scanning utility has determined is junk mail.

You should periodically check the messages in your **Junk Mail** folder for mail that really is not spam.

To learn more about spam handling tips, select **HELP** from the webmail top right menu.

Kaspersky Internet Security

Protect your family and computer by downloading Kaspersky Internet Security – included with your SureWest high-speed Internet service ($79.95 value). Kaspersky Internet Security delivers innovative Hybrid Protection to keep you safe from today's complex, ever-evolving threats. Whether you're banking, shopping, or social networking online, you can have complete confidence that your account details are secure, you won't stumble onto dangerous websites, and you'll only receive safe messages from your friends.

- Hybrid Protection, Combining the Power of the Cloud and Your PC
- Internet Safety Checks
- Easier-to-Use Interface
- Rapid, Real-Time Reaction to New Threats
- Secure Online Banking and Shopping
- Advanced Identity Theft Protection
- Secure Social Networking
- Advanced Parental Controls

To download the software, log in to surewest.net. Go to the My Services page, then Kaspersky Internet Security.

Wireless Home Networking

Wireless home networking is included as part of your SureWest Internet service. The service includes a wireless router plus 24x7 support for SureWest-supplied router and connectivity of up to 4 computers. Self-install and technician-install options are available. We will supply you with the wireless network and password information, and you can connect your other mobile devices, game consoles, printers and more.

For more information, visit **surewest.com/Internet/home_networking.php**.

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High-Speed Internet

Personal Web Space

SureWest provides free personal web space to all of our high-speed Internet customers. Depending on your Internet service package, your account includes from 1 – 50 GB of personal web space storage. Suitable for hobbyists, our personal websites are simple, shared-domain sites. Each personal web space account includes an FTP account for uploading files.

Website Creator

A great way to use this web space is to create a personal website to keep in touch with friends and family. Use the free SureWest WebsiteCreator tool to create your own website in a matter of minutes with no technical skills required! To download the tool, log into My SureWest (www.surewest.net), go to the My Services page, and click the SureWest WebiteCreator link. You can also use your favorite web design program to create HTML files and upload them to your personal web space via FTP.

Personal website address	http://home.surewest.net/[first part of your surewest.net email address] Example: If surewest.net email address is jsmith@surewest.net, personal website address is http://home.surewest.net/jsmith
FTP host name	ftp://home.surewest.net
FTP user name	First part of your surewest.net email address Example: If surewest.net email address is jsmith@surewest.net, user name is jsmith
FTP password	Same as your surewest.net email password
Memory	Minimum of 64 MB of RAM (64 MB RAM for OS 9.0)

For additional information, visit http://support.surewest.com/surewest/com.instranet.InstraServlet?Command=com.instranet.CmdDocDisp&DocId=70115&link=1&SecMode=1.

SureWest High Speed Internet – Minimum System Requirements

While SureWest's high-speed Internet service may function on systems not meeting the minimum system requirements below, these are the minimum system configurations that operate on our network at optimal speed.

	PC	Macintosh (Apple)
Operating System	Windows 7, Vista, XP, 2000, ME, 98	Mac OS 10.X, Mac OS 9
Network Card / Ethernet	10/100 NIC or wireless network adapter	10/100 NIC or wireless network adapter
Free Hard Drive Space	25 MB of free disk space	25 MB of free disk space
Processor	486 or better PC (Pentium recommended)	PowerPC (G3, G4, G5)
Memory	Minimum of 32 MB of RAM (64 MB RAM for Windows 2000)	Minimum of 64 MB of RAM (64 MB RAM for OS 9.0)

Additional Charges

- Customers who do not meet the minimum requirements by the date of service may incur additional charges.
- If SureWest on-site technical support is required, additional charges will apply.

Safety

For your safety and the protection of your equipment, SureWest recommends the use of surge protectors at all times. Surges in electrical power, like lighting strikes and power outages (when the power returns), can occur anytime and unprotected equipment can be permanently damaged.

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SureWest Telephone

Getting Started – Voice Mail Guide – Option 1:
For Customers in the Greater Sacramento Area/Fiber-Optic Network

To set up your Basic or Enhanced Voice Mail for the first time:

1. Dial your home telephone number.
2. Press # when you hear the voice mail greeting.
3. Enter your temporary passcode (1234). You will now be asked to replace your temporary passcode with your own private passcode. Passcodes can be 4–10 digits long. For security reasons, we strongly advise you to change your passcode at this time.
4. Follow the tutorial to navigate through your voice mail setup. If you ordered an Enhanced Mailbox with Extension Mailboxes, please read the setup instructions for extension mailboxes before you record your main (host) message.

Important: You must complete the entire setup process for your personalized features to take effect. If you hang up before the process is complete, you will have to complete the setup process again. You are now ready to receive and use your voice mail.

How To Access Your Voice Mail Without Calling Your Home Phone Number

1. Dial access number for Sacramento/Elk Grove/Lincoln. 916.359.MAIL (6245)
2. Press # when you hear the voice mail greeting.
3. You will be asked to enter your mailbox number. Your home telephone is your mailbox number.
4. Enter your passcode.
5. Follow the instructions to navigate through your voice mail.

How To Access Your Voice Mail Using Your Home Phone Number

1. Dial your home telephone number. (Note: If you live in a metropolitan area in which 10-digit dialing is required, you must dial all ten digits.)
2. Press # when you hear the voice mail greeting.
3. Enter your passcode.
4. Follow the instructions to navigate through your voice mail.

How To Access Your Voice Mail from Your Own Phone

1. Call the Voice Mail Message Center (see instructions above.)
2. Enter your passcode.
3. Continue following the prompts for your selection.

How To Access Your Voice Mail from Another Phone or Accessing a "Stand Alone Mailbox"

1. Call the Voice Mail Message Center (see instructions on page 46.)
2. Press *.
3. Enter your mailbox number.
4. Enter your passcode.
5. Continue following the prompts for your selection.

Voice Mail Guide – Option 2: For Customers in the Greater Roseville Area

To access your mailbox, call the Voice Mail Message Center from a touch tone telephone. There are three telephone numbers available:

Roseville/Rocklin/Granite Bay . . . . . (916) 773.2700
Citrus Heights/Sacramento . . . . . (916) 721.9900
Davis. . . . . (530) 747.2200

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SureWest Telephone

The first time you call the Voice Mail Message Center, you will be asked to set up your mailbox. Use the temporary passcode, 6789. You will then be asked to enter your personal passcode, record your name and a personal greeting. The prompts (voice instructions) will guide you through the steps:

1. Call the Voice Mail Message Center. Note: If you are not calling from your own telephone, press * then enter your 7-digit telephone number.
2. Enter the temporary passcode, 6789.
3. Press #.
4. The prompts will ask you to select a new passcode. Using your telephone key pad, enter your personal passcode. It will be played back for you to review with an opportunity to change if necessary. Note: If you make a mistake entering your new passcode (or at any time), do not hang up. The Voice Mail service will repeat the information you entered and let you try again.
5. The prompts will ask you to record your name. Simply state your name ("Mary Clark") without saying any other words. After you record your name, press #. The Voice Mail service will play it back for you to review with an opportunity to change if necessary.
6. When asked, record your personal greeting. Press# when you are finished. The greeting will be played back for you to review with an opportunity to change if necessary.

Your mailbox is now set up and ready to use.

You can change your personal greeting, name announcement and passcode at any time by pressing 9, for Mailbox Options, at the Main Menu.

If you have a "Greeting Only" mailbox, follow Steps 1-6 to enter your personal greeting.

Caller ID – To See Who's Calling

When receiving a call, wait until your telephone completes the second ring; with call waiting ID, you will hear a distinctive call waiting tone. The telephone number of who's calling will appear on your caller ID display screen.

* For Caller ID on TV, refer to page 26.

Call Waiting – To Answer a Second Call

1. A short tone lets you know that a second call is waiting.
2. If you want to end the first call, let the first party hang up, then press the Flash key on your telephone.
3. If you want the first party to hold, press Flash. This will connect you to the second call. You can alternate between the two calls by pressing the Flash key.

Other SureWest Telephone features available:

- Anonymous Call Rejection
- Call Forwarding All Calls Fixed
- Call Forwarding Busy Fixed
- Call Forwarding Busy Variable
- Call Forwarding Do Not Answer Fixed
- Call Forwarding Do Not Answer Variable
- Call Forwarding Variable
- Call Hold
- Call Return
- Call Transfer
- Call Waiting/Cancel
- Caller ID
- Priority Ringing
- Repeat Dialing
- Selective Call Acceptance
- Selective Call Forwarding
- Selective Call Rejection
- Six-way Calling
- Speed Calling 8
- Speed Calling 30

Visit our Web site at **surewest.com/telephone** for a full list of available phone features and additional information.

Phone Service Disclaimer

For both Digital Phone Service and for any Traditional Phone Service provided over optical fiber, Customer acknowledges disclosures related to limits on access to 911 and other emergency service, including the fact that Customer, and not SureWest, must provide electrical power for its telephone and other equipment and for connection from the Service location to the SureWest network, and that electrical outages may affect 911 and other emergency access. Customer also acknowledges receipt of stickers/labels for phones, noting 911 limits. Location-based 911 assistance is available only at the location where Service is installed by SureWest.

If Customer uses a security or alarm system, Customer is responsible to notify its system provider of the new service, to assure the system is operational before installation, to determine whether the system can operate using the new service, and then to test and confirm system operability periodically after installation.

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Digital Phone

Set Up Your Digital Phone Mailbox

The first time you call the Digital Phone voice mail service, you will be asked to set up your personal mailbox. You can complete these steps in one phone call.

Set Your Voice Mail PIN

1. **From your home phone:**
   - Dial **749.7700** (customers in the 916 area code).

   From a remote phone:
   - Dial **749.7700** (customers in the 916 area code).
   - Press the # key.
   - Enter your 10-digit telephone number (mail box number).
2. When prompted to enter your PIN, enter your temporary PIN (**6789)** and press the # key.
3. When prompted to change your PIN, enter a new PIN (4 to 10 digits) and press the # key.

   Note: Choose a PIN that you will remember.

Record Your Greetings (Busy/No Answer)

1. Press **1** to set your **busy greeting** (the greeting callers hear when your line is busy).
2. Press **2** to record a personalized greeting.
3. When prompted, say your greeting clearly and press the # key.
   - Press # if satisfied.
   - Press **1** to replay your greeting.
   - Press * to (re)-record your voice mail greeting.

   Option: Press 1 to accept the standard greeting. Callers will hear a generic voice mail service greeting when your line is busy.
4. Press **2** to set your **no answer greeting** (the greeting callers hear when you do not answer your line).
5. Press **2** to record a personalized greeting.
6. When prompted, say your greeting clearly and press the # key.

Record Your Greetings (Busy/No Answer) *continued*

   - Press # if satisfied.
   - Press 1 to replay your greeting.
   - Press * to (re)-record your voice mail greeting.

   Option: Press 1 to accept the standard greeting. Callers will hear a generic voice mail service greeting when there is no answer on your line.

Record Your Name

1. Press **1** to record your name.
2. When prompted, say your first and last name clearly and press the # key.
   - Press # if satisfied.
   - Press 1 to replay your name.
   - Press * to (re)-record your name.

   Option: Press # if you want the voice mail service to provide callers with your telephone number instead of your name.

   Note: You will hear a confirmation message, along with tutorial information, when voice mail setup is complete.

How to access your voice mail using home phone number

1. Dial your home telephone number.
2. Press # when you hear the voice mail greeting.
3. Enter your passcode.
4. Follow the instructions to navigate through your voice mail.

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Digital Phone

Manage Your Digital Phone Features Online via the Digital Phone Manager

1. Go to My SureWest (www.surewest.net).
2. Click the **Log In** link.

Result: Log In window opens.

3. From the Log In window:
   - Enter your **Username**
   - Enter your **Password**
   - Click the **Log In** button

Result: Upon successful log in you will be taken to My SureWest Homepage.

4. From the My SureWest homepage select the **My Services** link.

Result: My Services page opens.

5. Click on the **Digital Phone Manager** button.

Result: Digital Phone Manager opens.

6. Manage your Digital Phone features online via the Digital Phone Manager.

   You can manage the following features online through the Digital Phone Manager:

Anonymous Call Rejection	Online Call Logs
Call Forwarding	Selective Call Acceptance
Call Waiting	Selective Call Forwarding
Do Not Disturb	Selective Call Rejection
Find Me/Follow Me	Speed Calling 8
Simultaneous Ring	Ring Pattern
Multiple Directory Number	

Help

You can access help information from two different locations within the Digital Phone Manager. Clicking on these links will open the Digital Phone support web page at **surewest.com/digitalphonesupport.**

Click the **Help** link in the upper right-hand corner of any Feature box in the Digital Phone Manager.

Digital Phone Support web page (surewest.com/digitalphonesupport).

You can manage your Digital Phone features using the Digital Phone Manager at **surewest.net** or your telephone keypad. Click the appropriate link below to view detailed instructions.

- **Digital Phone Manager Instructions**
- **Digital Phone Feature Management by Telephone Instructions**

You can manage your voice mail through your telephone keypad. Click the link below to view detailed instructions.

- **Voice Mail Management by Telephone Instructions**

Note: All the instructions linked above apply to SureWest's Digital Phone Service only, and not to our traditional telephone service.

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Digital Phone

Manage Your Digital Phone Features via Your Telephone Keypad

In addition to managing your Digital Phone features online, you can manage many features via your telephone keypad.

Feature	* Commands	Feature	* Commands
6-Way Calling	N/A	Call Waiting	*70 to cancel for one call
Anonymous Call Rejection	*77 On/*87 Off	Do Not Disturb	*78 On/*79 Off
Automatic Recall	*69 On	Selective Call Acceptance	*64 Activate/*84 Deactivate
Call Forwarding Busy	*90 Activate/*98 Deactivate	Selective Call Forwarding	*63 Activate/*83 Deactivate
Call Forwarding No Answer	*92 Activate/*93 Deactivate	Selective Call Rejection	*60 Activate/*80 Deactivate
Call Forwarding All Calls	*72 Activate/*73 Deactivate	Speed Calling 8	*74
Caller ID Blocking	*67 Conceal/*82 Reveal	Voice Mail	Call (916) 749-7700 (916 area code)
Caller ID On Call Waiting	*		

* For Caller ID on TV, refer to page 26.

Manage Your Digital Phone Features via Remote Access

You can even manage features from any phone, anywhere by calling our Digital Phone Remote Access service. You will need your Remote Access PIN, which was set up for you when you ordered Digital Phone service. If you have forgotten your Remote Access PIN, please call us at **866.SureWest** (1.866.787.3937).

1. Dial **(916) 749.7100** to connect to Remote Access.

   Note: Customers in the 530 area code must dial (530) 302.5100.
2. Enter your 10-digit telephone number and press the # key.
3. Enter your Remote Access PIN and press the # key.
4. Use the star commands listed above to activate or deactivate features, but be sure to press the # key after each command. The # key is always required after each star command when connected via Remote Access.

   Example: To activate Call Forwarding All Calls, press *72 followed by the # key.

My SureWest

My SureWest

My SureWest is your own personal dashboard to the Internet and your SureWest services. Use the Google search bar or get the latest news, weather, and much more! You can also check your SureWest e-mail, customize your homepage layout, and add quick links to your favorite web sites. Plus, you can view your SureWest services, pay your bill online, check your e-mail, and manage your Digital Phone features.

Benefits of Logging In to My SureWest

These are just some of the benefits of logging in to My SureWest. You don't even have to be a SureWest Internet customer to enjoy these benefits!

- View, pay and manage your SureWest bill & choose paperless billing
- Download your FREE Internet security software from SureWest
- Remotely program your DVR
- Manage your Digital Phone features – online!
- Add single-sign-on access to your FaceBook page
- Redeem SureWest Rewards
- Check our events calendar for SureWest activities in YOUR neighborhood
- Customize your page with live news, weather, stocks and more!
- All Mail – ALL your email ALL in one place
- TV, video and over-the-top content

Back to Table of Contents

My SureWest

Logging In to My SureWest

Anyone can access My SureWest. As a valued customer, we recommend you log in so you can enjoy all the benefits of My SureWest. You will need your surewest.net e-mail address and password or your established primary e-mail address and password to log in to My SureWest.

Note: If you do not have a surewest.net email address or an established primary email address, you will need to create an account. For more information on creating an account, go to the Create Account instructions.

For detailed instructions, go to **My SureWest Log In instructions**.

Homepage Tour

We recommend you take the My SureWest homepage tour after logging in. Familiarize yourself with all the capabilities of My SureWest: search, news, e-mail, homepage preferences, weather, and more.

1. Click the **Homepage Tour** tab on the My SureWest homepage, and click the **Tour This Homepage Now** button.

SureWest
Google
TOP PREMIUM HOLIDAY GAMES
Enjoy Brand New Games Every Day Of The Holiday Season With No Ads & No Time Limits

2. Click on a tab on the tour page to learn more about that section of My SureWest.

Create a My SureWest Account

You will need to create an account if you do not have a surewest.net e-mail address or an established primary e-mail address. You will need two pieces of information to complete the create account process:

- Account number
- One of the following:
  - Last 6-digits of bill code
  - Current amount due
  - Billing Account Password

Note: If you do not have this information, please call us at **1.866.surewest** (1.866.787.3937) to set up an account.

For detailed instructions, go to **Create Account instructions**.

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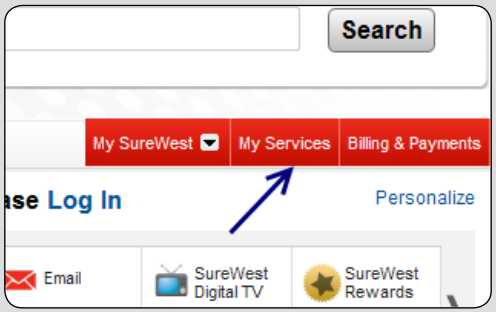
My SureWest

My Services

My Services allows you to manage the online components of your SureWest services. Explore speed upgrades and additional features that enhance your Internet experience, manage all your Digital Phone features here, or browse our list of top VOD and PPV movies.

1. Click **My Services** on the My SureWest homepage.



2. Click on a button to manage an online service component.

Note: You will only see components for services you currently have with SureWest.

Online Billing & Payments

For your convenience, SureWest offers a secure online billing and payment support service 24 hours a day, 7 days a week to fit your schedule. This is a free service and when used with the paperless billing option can provide you with an easy and convenient way to manage your SureWest account. It's quick, it's easy, and it's secure!

Online Payment Support: Pay your bills using the secure payment options. Make one payment at a time each month using your checking or credit card accounts, or use our automatic recurring payment option for convenient transactions that will pay on time each month.

For detailed instructions, go to **Pay Your Bill Online instructions**.

Online Billing Support: You can view a history of your bills online, which means you do not have to save your paper bills. Plus, you can go green and stop paper bills from being mailed to your home. View all your bills online and print what you need, when you need it.

Each month you will receive an e-mail advising you that your new bill is ready to view.

For detailed instructions, go to **View Your Bill Online instructions**.

Paperless Billing

Save time, money and the environment by receiving your bill online rather than via the U.S. mail. You can view your bill online at your leisure on our secure site. It easy!

For detailed instructions, go to **Set Up Paperless Billing**.

Back to Table of Contents

Account Management Settings

Account Management Settings is where you can set access privileges for your household's account, create or change usernames, passwords, and security questions for all users on your account, and manage your email notification preferences.

Note: Some of the Account Management settings are ONLY available to the primary account user.

1. Click **Account Management** on the My SureWest homepage.

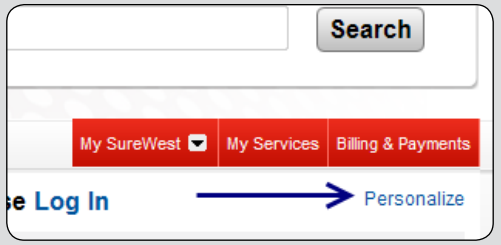
2. Click on a button to manage access, passwords, or email notification preferences.

Personalize Homepage Layout

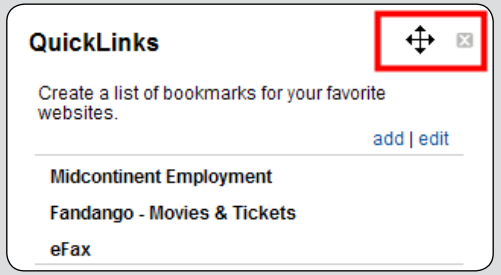
You can create the homepage layout and experience that is right for you!

Note: Some of the Personalize homepage layout settings are ONLY available to the primary account user.

1. Click **Personalize** on the My SureWest homepage. Add desired components to the homepage.



2. Some components on the homepage are moveable. These components will have a small grey box with an "x" (see below). To move these components around on the page, hover your mouse over a movable component until a two-way arrow appears (see below). When you see that arrow, you can click and drag the component up or down, right or left within the moveable area.



Note: Some components of the homepage are locked. You will not be able to move these components.

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My SureWest

Help

Here are some tips on where to get help logging in and using My SureWest.

- **Click on the help links throughout the My SureWest screens.**

Note: In the example below, you can find out find out what a cookie is, or get help logging in to My SureWest.

- **Go to our online support site at surewest.net by clicking the My SureWest drop-down menu, then click on Support.** Find the My SureWest section with a complete listing of help topics.

If you are still having issues logging in to or using My SureWest, please call us at **866.SureWest** (1.866.787.3937).

The Support Web Site

Customer Service: Use the SureWest support web site for all your customer service needs 24 hours a day, 7 days a week. Go to surewest.net and click on the My Services drop-down, then click on Support. Find the answers to your questions regarding new accounts, billing, FAQs for all of our products, as well as the most common technical support issues you can resolve on your own.

The site also provides an overview for reading your monthly invoice and understanding the first bill, which may contain prorated or fractional charges.

If you need additional help from Customer Service or have Technical Support needs, you can go to the main page and click on Email Us to send us your questions or comments on any product or service. We will return your e-mail within 1 business day of your request.

Contact Us

To access our telephone Self Help options, call us at **866.SureWest** (866.787.3937) and select option #1 to enter our Self Help Options.

If you still need Technical Support, you may contact us by:

E-mail: Go to **surewest.com**, select **Contact Us** Via **Email**.

Telephone: For direct contact with Technical Support 24 hours a day, 7 days a week, call us at **866.SureWest** (866.787.3937).

When contacting our support desk, the following actions may be necessary:

- Your account will be accessed.
- You will be asked a series of questions to pinpoint the problem.
- The representative may attempt to troubleshoot the problem with you over the phone.
- Additional remote testing may be required.
- If the problem cannot be resolved remotely, a technician may be dispatched to your home. The representative will set up a service call date and time convenient for you.

Customer Care

For your convenience, SureWest offers many self-help Customer Service and payment options.

Should you still need Customer Service Support, you may contact us by:

E-mail

Go to **surewest.com**, select **Contact Us** Via **Email** and under Category select the most appropriate listing for your request.

Telephone

For direct contact with a SureWest Representative, call us at **866.SureWest (866.787.3937)** and select the option from our menu that most meets your needs.

By Mail

Send all payments by mail to:
SureWest
P.O. Box 30697
Los Angeles, CA 90030-0697

Send all letters and requests to:
SureWest
P.O. Box 969
Roseville, CA 95678

Customer Service Centers

Visit one of our Customer Service Centers to pick up or drop off digital set-top boxes:

Roseville
8150 Industrial Ave., Building D
Mon-Fri 9-6, Sat 9-5, Closed Sun
*closed most holidays

Town & Country
2805-2 Marconi Avenue
Sacramento, CA 95821
Mon-Fri 9-6, Sat 9-6, Closed Sun
*closed most holidays

Elk Grove
9766 Waterman Road
Mon-Fri 9-6, Sat & Sun Closed
*closed most holidays

In the unlikely event that you are not satisfied with the answer or resolution provided by our Customer Care team, you may contact:

Sacramento Metropolitan Cable Television Commission
901 H Street Suite 206
Sacramento, CA 95814
916.874.6661
sacramento@saccounty.net

City of Lincoln
640 Fifth Street
Lincoln, CA 95648
916.645.3314

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Billing

Online Billing & Payments

For your convenience, SureWest offers a secure online billing and payment support service 24 hours a day, 7 days a week to fit your schedule. This is a free service and when used with the paperless billing option can provide you with an easy and convenient way to manage your SureWest account. It's quick, it's easy, and it's secure!

Online Payment Support: Pay your bills using the secure payment options. Make one payment at a time each month using your checking or credit card accounts, or use our automatic recurring payment option for convenient transactions that will pay on time each month.

For detailed instructions, go to **Pay Your Bill Online instructions**.

Online Billing Support: You can view a history of your bills online, which means you do not have to save your paper bills. Plus, you can go green and stop paper bills from being mailed to your home. View all your bills online and print what you need, when you need it.

Each month you will receive an e-mail advising you that your new bill is ready to view.

For detailed instructions, go to **View Your Bill Online instructions**.

Paperless Billing

Save time, money and the environment by receiving your bill online rather than via the U.S. mail. You can view your bill online at your leisure on our secure site. It easy!

For detailed instructions, go to **Set Up Paperless Billing**.

Telephone Payments, Payment Arrangement and Account Balance

Our automated telephone customer service system is available 24 hours a day, 7 days a week for your convenience.

Call us at **800.640.9549** to check the balance on your account or to make a full or partial payment using your credit card.

Contacting Technical Support

Many common Technical Support questions can be answered for you 24 hours a day, 7 days a week at our web site Support Center or by our telephone Self-Help options.

To access our web site Support Center, go to **surewest.com** and click on **Support** to view our options to help you with your issues.

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Billing

Billing Inquiries

Visit our Web site at **surewest.net.** Click on **Support** for any billing questions.
E-mail: billing@surewest.com
Call: 866.SureWest (1.866.787.3937)
Monday – Friday, 8 a.m. to 6 p.m.

Bill Features

Combined Bill
SureWest offers you the advantage of all your communications services from one source, on one bill — and the opportunity to save with our bundled discounts. You will receive a single bill for all your services, which will display the following:

- Applicable installation charges.
- Prorated charges covering the service period, from the date of installation to the first day of your new billing period.
- Charges for the first full month of service.

Prorated Charges
SureWest bills you for your service from the day it begins until the day service is discontinued. This results in prorated (partial-month) charges appearing on your first bill. Examples of prorated charges:

Adding a service
When any service or piece of equipment is added to an account, the change in service will be reflected on the next month's bill. The bill will include a prorated charge for the service connected during the previous billing period and the applicable monthly recurring charge for the current billing period.

Removing a service
When any service or piece of equipment is removed or discontinued, it will be covered as a single-line item adjustment that will credit the account from the date that the service was removed through the end of the billing period. If the service is discontinued but the equipment is not returned, a debit may be made to the account on the final bill.

Billing Policies

- All monthly recurring charges are billed in advance.
- Nonrecurring charges and usage fees (for long distance calls, video on demand, etc.) are billed in arrears for service(s) rendered since the prior billing cycle.
- Any changes made to your service options will be reflected on your next month's bill.

Understanding Your Bill

(See sample on pages 68-69.)

Your Account Information
When you receive your first bill, please verify the name (person responsible for payment of the bill) and address on your bill.

Your account number, invoice number, service period and invoice date

- Your account number should be included on your check or money order and on all correspondence.
- The invoice date is the first day of your monthly service period.
- Future invoices will be processed on the same day of each month.

Payment due date
Payment needs to be received on or before the payment due date in order to avoid late charges. Our Customer Care Center phone number and address are provided on the invoice for your convenience.

Feature announcement area
This section contains monthly information bulletins and updates.

Remittance slip
Include the remittance portion of your invoice with your payment. For billing address changes, complete the reverse side of the payment remittance portion of your invoice.

Previous balance
This includes:

- All service charges reflected on your previous month's invoice.
- Any current credits and/or applicable adjustments.
- Any payments received since your last invoice period.

Monthly recurring items

- Recurring charges include all monthly service charges for telephone, high-speed Internet, and digital television service.
- If your service was installed, or if you made changes to your service, this amount may also reflect prorated charges.

Service connection/change charges
These charges include all nonrecurring charges (installation fees, etc.).

Usage charges and pay-per-use services
These charges include all local and long distance usage charges and pay-per-use services (video on demand and pay-per-view movies).

Taxes, surcharges and regulatory fees
Please see your bill for details.

Total amount due
This calculation includes any previous balance and your current monthly charges.

Optional payment methods
You may pay your bill with a check, money order, credit card or automatic payment.

Payment return address
Be sure this address shows through the window of the return envelope.
If you need more information please go to our web site: **surewest.com**

Consumer Tips

Avoiding Late Fees
SureWest reserves the right to charge applicable late fees if payments are not received by the due date.

Ensuring a Good Credit Rating

- Payment received on or before the "payment due" date ensures uninterrupted service and a good credit rating.
- Remember to put your customer account number on your check or money order and enclose the bottom portion of your statement with your payment.
- Make checks payable to SureWest. Include your SureWest account number on the check to assure your payment is credited to the correct account.

Moving to a New Location

- If you are moving and need to disconnect or transfer your SureWest service, call us as far in advance as possible before your move date. If you want to continue SureWest service at your new home (within our service area), we can schedule a convenient transfer appointment.
- If you are moving out of our service area, please call one of our Customer Care representatives to place your disconnect order and to make arrangements for the return of any equipment supplied by SureWest.

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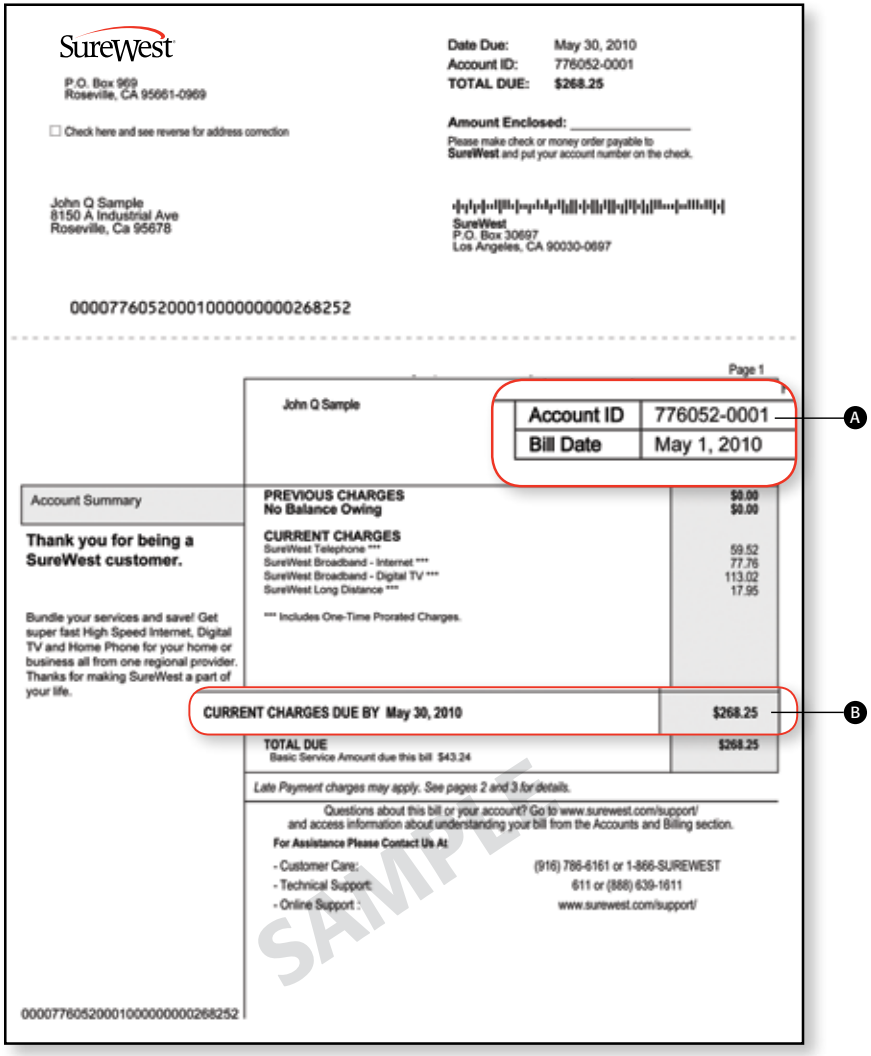
Billing

Sample Bill



SureWest

P.O. Box 969
Roseville, CA 95661-0969

Check here and see reverse for address correction

Date Due: May 30, 2010
Account ID: 776052-0001
TOTAL DUE: $268.25

Amount Enclosed: _____

Please make check or money order payable to SureWest and put your account number on the check.

John Q Sample
8150 A Industrial Ave
Roseville, Ca 95678

SureWest
P.O. Box 30697
Los Angeles, CA 90030-0697

00007760520001000000000268252

Page 1

John Q Sample

Account ID	776052-0001
Bill Date	May 1, 2010

Account Summary

Thank you for being a SureWest customer.

Bundle your services and save! Get super fast High Speed Internet, Digital TV and Home Phone for your home or business all from one regional provider. Thanks for making SureWest a part of your life.

PREVIOUS CHARGES	$0.00
No Balance Owing	$0.00
CURRENT CHARGES	
SureWest Telephone ***	59.52
SureWest Broadband - Internet ***	77.76
SureWest Broadband - Digital TV ***	113.02
SureWest Long Distance ***	17.95

*** Includes One-Time Prorated Charges.

CURRENT CHARGES DUE BY May 30, 2010 $268.25

TOTAL DUE $268.25
Basic Service Amount due this bill $43.24

Late Payment charges may apply. See pages 2 and 3 for details.

Questions about this bill or your account? Go to www.surewest.com/support/ and access information about understanding your bill from the Accounts and Billing section.

For Assistance Please Contact Us At:

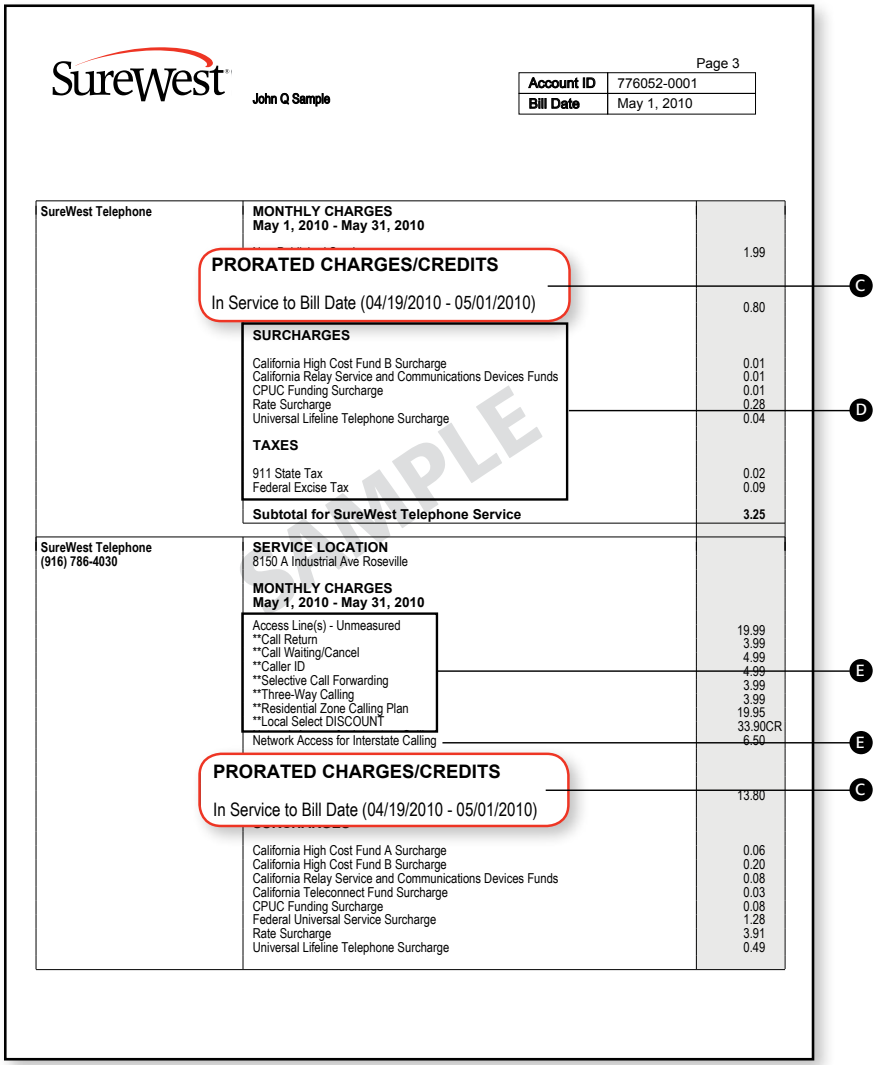
- Customer Care: (916) 786-6161 or 1-866-SUREWEST
- Technical Support: 611 or (888) 639-1611
- Online Support : www.surewest.com/support/

SAMPLE

00007760520001000000000268252

A

B



SureWest

John Q Sample

Page 3

Account ID	776052-0001
Bill Date	May 1, 2010

SureWest Telephone

MONTHLY CHARGES
May 1, 2010 - May 31, 2010 1.99

PRORATED CHARGES/CREDITS
In Service to Bill Date (04/19/2010 - 05/01/2010) 0.80

C

SURCHARGES

California High Cost Fund B Surcharge	0.01
California Relay Service and Communications Devices Funds	0.01
CPUC Funding Surcharge	0.01
Rate Surcharge	0.28
Universal Lifeline Telephone Surcharge	0.04

D

TAXES

911 State Tax	0.02
Federal Excise Tax	0.09

Subtotal for SureWest Telephone Service 3.25

SureWest Telephone
(916) 786-4030

SERVICE LOCATION
8150 A Industrial Ave Roseville

MONTHLY CHARGES
May 1, 2010 - May 31, 2010

Access Line(s) - Unmeasured	19.99
**Call Return	3.99
**Call Waiting/Cancel	4.99
**Caller ID	4.99
**Selective Call Forwarding	3.99
**Three-Way Calling	3.99
**Residential Zone Calling Plan	19.95
**Local Select DISCOUNT	33.90CR
Network Access for Interstate Calling	6.50

E

PRORATED CHARGES/CREDITS
In Service to Bill Date (04/19/2010 - 05/01/2010) 13.80

C

California High Cost Fund A Surcharge	0.06
California High Cost Fund B Surcharge	0.20
California Relay Service and Communications Devices Funds	0.08
California Teleconnect Fund Surcharge	0.03
CPUC Funding Surcharge	0.08
Federal Universal Service Surcharge	1.28
Rate Surcharge	3.91
Universal Lifeline Telephone Surcharge	0.49

SAMPLE

A ACCOUNT ID
Otherwise known as the "Customer ID" this unique number allows SureWest to quickly identify your account and process your requests in a timely manner. This number consists of your Account ID plus your Bill ID. Some customers could have more then one bill or end with bill 0002.

B CURRENT CHARGES
The current charge for monthly recurring charges for each service including prorated charges as well as toll and video pay-per-view charges.

C PRORATED CHARGES/CREDIT
This charge covers the time from the date you started service to the beginning of your first billing cycle. You may also see this charge after a service change or on your last bill.

D SURCHARGES AND TAXES
For a complete listing and description of the surcharges and taxes please go to surewest.com/taxesandsurcharges.

E CALLING PLAN
These features are all included in your select calling plan. The long distance toll charges appear under the SureWest Long Distance section.

F NETWORK ACCESS FOR INTERSTATE CALLING
FCC access fee – Please refer to page 2 of your bill for more details.

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Maintenance

Battery Backup for Telephone Service

Your telephone service requires electrical power from your home to operate and in case of a power outage a battery backup is used to provide this service. You will not be able to make any calls, including 911 calls, during a power outage if your battery backup unit is not operational. SureWest only provides a backup battery option for use during a customer's commercial power outage. While other backup power solutions exist, SureWest does not have specific knowledge of these alternate backup solutions. If you decide that you want additional backup power during a commercial power outage, you should contact an appropriate energy contractor/dealer that specializes in the design and installation of power backup systems.

Battery Life:
The battery backup unit will provide phone service for up to 8 hours during a power outage. Use your telephone sparingly during a power outage because the more you use it, the faster your battery backup power will be used up. This will reduce the time available for emergency calls. For those living in areas where long power outages occur, we recommend that you have other available means (e.g. cell phone) of contacting help in an emergency, or that you keep a spare battery handy for replacement.

Some battery backup units have an emergency reserve to protect you in an emergency. Once your telephone and battery powers off after a power outage and you need to make an emergency phone call, press the Battery Emergency Use button once to have up to one hour of extra battery life for talk time. After the button is pushed, all remaining battery life is used once the battery power is drained.

Alerts:
In the event of a power outage, some battery backup units will alert you with an audible alarm that they are supplying power from the battery. You can silence this alarm by pushing the alarm silence button.

Placement:
You will be provided options regarding where to place the battery backup unit, subject to the following conditions:

- Distance
- Home utility entry points
- Services ordered

Cordless Phones:

Cordless phones need electrical power to operate and thus will not work during a power outage because the cordless phone base unit will not have any power. Your backup battery power does not back up your cordless phones or other equipment you may have connected to the telephone line that require electrical power. We recommend keeping a corded phone (one that does not need electrical power to operate) either plugged into a telephone outlet or have one handy to plug in during a power outage. Or have other backup power on hand to supply electrical power to your cordless phones or other equipment you may have connected to the telephone line.

Warranty:
SureWest provides a 90-day warranty on the battery, during which time we will replace it for free. If your battery fails during this 90-day period, please call us at: **866.SureWest** (1.866.787.3937).

After the 90-day warranty period, it is your responsibility to monitor and replace the battery when necessary. Expected battery life is 3 to 5 years. Note that battery age and the temperature of the environment in which it operates both affect battery life. The battery alarms will indicate when the battery needs to be replaced.

Replacement:
Battery replacement is a safe procedure, isolated from electrical hazards. You may leave the battery backup unit and connected equipment on for this procedure.

- Replacement batteries can be purchased at:
  - Any SureWest customer service center for $34.99
  - Retail stores such as:
    - BatteriesPlus
    - Fry's Electronics
    - Radio Shack
  - Online from numerous companies' websites, including the stores listed above

If you go to a battery store, we recommend taking your old battery with you to ensure purchase of an exact match.

Recycle:
When you replace the sealed lead-acid battery in your battery backup unit, dispose of your old battery properly. All batteries are considered hazardous waste. California law requires that they must be recycled, or taken to a household hazardous waste disposal facility, a universal waste handler, or an authorized recycling facility. In most situations, except purchases made online, wherever you purchase your replacement battery will accept your old battery for recycling. If needed, visit the Call2Recycle website to find a recycling location near you: **call2recycle.org**

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Maintenance

Types of Battery Backups:

As a SureWest customer you will have one of the following Battery Backups:

1. Allied Telesis DUPS-1232GI (AT-iMG008)

2. APC ES 750

3. APC PowerShield CP24

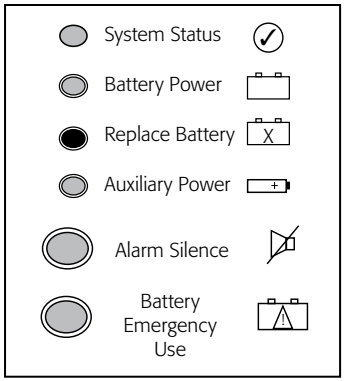
4. APC PowerShield CP27U13 U12

5. APC PowerShield CP24D12

Please see below for instructions and information on the Battery Backups listed above.

1. Allied Telesis DUPS-1232GI (AT-iMG008)

Indicator Signals:



TYPE	SYMBOL	CONDITION	ALARM ACTION
System Status	✓	System ON and normal, idle or discharging	ON GREEN
Battery Power		Battery Charging	OFF
		Battery Discharging	ON
		<45% capacity remaining	FLASH GREEN
Replace Battery	X	Battery failed self test	ON RED
Auxiliary Power		Aux source connected to unit	ON GREEN

The ALARM SILENCE button is used to silence the battery backup unit's alarm. The BATTERY EMERGENCY USE button provides power for an emergency call in the event of a lengthy power outage.

TYPE	CONDITION	BUZZER
Input Power Fail	Loss of input power	None
Replace Battery	Battery failed self test	Beep once every 15 minutes
Low Battery	<45% capacity remaining	None
ON Battery	Battery being discharged	None
Battery Missing	No battery installed or battery disconnected	None

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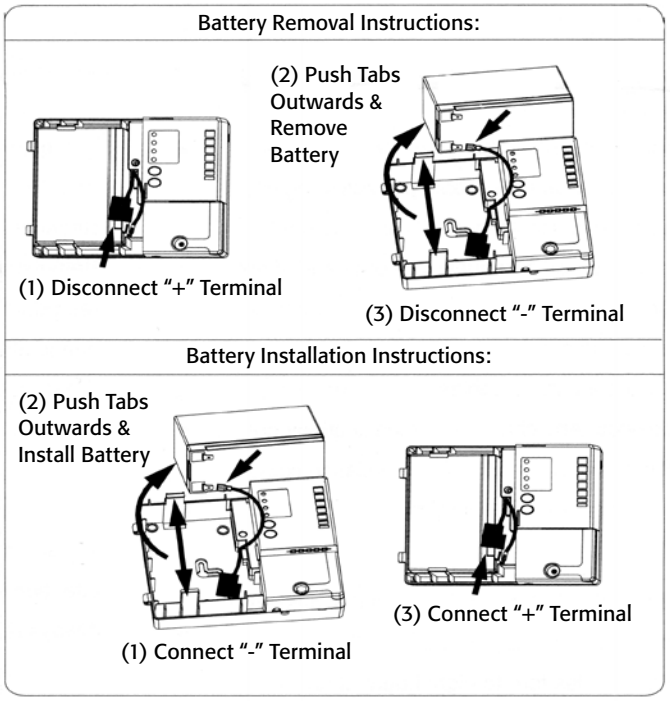
Maintenance

Battery Replacement:

1. Use the indicator lights to confirm that battery replacement is required
2. Open the battery compartment cover
3. Remove the old battery from the battery compartment
4. Remove the positive (red) and negative (black) leads from the old battery
5. Attach the negative (black) and positive (red) leads to the new battery
6. Insert the new battery into the battery compartment
7. Close the battery compartment cover


Battery Removal Instructions:
(2) Push Tabs Outwards & Remove Battery
(1) Disconnect "+" Terminal
(3) Disconnect "-" Terminal
Battery Installation Instructions:
(2) Push Tabs Outwards & Install Battery
(3) Connect "+" Terminal
(1) Connect "-" Terminal

2. APC ES 750

In order to maintain maximum emergency telephone service capability, avoid plugging any other devices into the top row of 5 battery backup outlets. You can use the bottom row of 5 surge-protected outlets as a power strip for any devices you may wish to connect.

Indicator Signals:

Status	Visual Indications (Power On- Green Replace Battery- Red)	Audible Indication	Alarm Terminates When
Power On - UPS is supplying conditioned utility power to the load.	Power On LED - ON	None	Not applicable
On Battery - UPS is supplying battery power to load connected to Battery outlets	Power On LED - ON (off during beep)	Beeping 4 times every 30 seconds	UPS transfers back to Power On operation, or when UPS is turned off.
Low Battery Warning - UPS is supplying battery power to the load connected to the Battery outlets and the battery is near exhausted	Power On LED - flashing (every 1/2 second)	Rapid beeping (every 1/2 second)	UPS transfers back to normal operation, or when UPS is turned off.
Replace Battery - The battery is disconnected. The battery is in need of charging or is at the end of its usual life and must be replaced	Power On and Replace Battery LEDs - flashing(alternating) Replace Battery LED - flashing	Constant tone Constant tone	UPS is turned off with the power switch
Overload Shutdown - During On Battery operation a battery power supplied outlet overload was detected	None	Constant tone	UPS turned off with the power switch
Overload Alarm - Online power exceeded Back-UPS capacity.	Power On LED - ON	Constant tone	Equipment power plugs are moved from Battery Backup outlets to Surge or Client outlets.
Sleep Mode - During On Battery operation the battery power has been completely exhausted, and the UPS is waiting for utility power to return to normal.	None	Beeping once every 4 seconds	Utility power is restored, or if utility power is not restored within 32 seconds, or the UPS is turned off.
Building Wiring Fault - Your building wiring presents a shock hazard that should be corrected by a licensed electrician.	Building Wiring Fault LED (red) - ON	None	UPS is unplugged, or is plugged into a property wired outlet.

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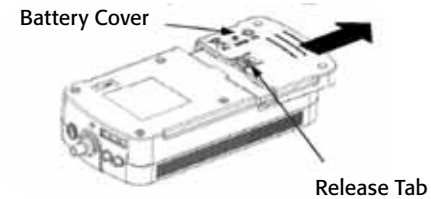
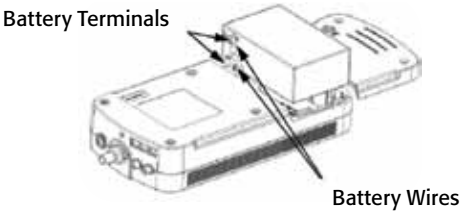
Maintenance

Battery Replacement:

Replace the battery when the Replace Battery Indicator light is flashing.

1. Use the indicator lights to confirm that battery replacement is required
2. Open the battery compartment cover
3. Remove the old battery from the battery compartment
4. Remove the positive (red) and negative (black) leads from the old battery
5. Attach the negative (black) and positive (red) leads to the new battery
6. Insert the new battery into the battery compartment
7. Close the battery compartment cover
8. Use the indicator lights to confirm proper battery operation

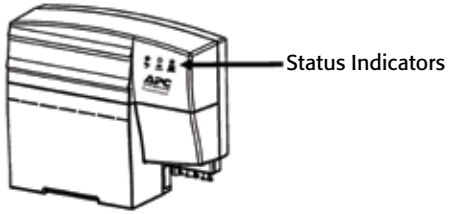




3. and 4. APC PowerShield CP24U12 & CP27U13

Then only difference in the CP24U12 &CP27U13 is the alarm silence indicator. CP24U12 does not have this feature.

Indicator Signals:



Indicator	Description
Utility	Solid green indicates the unit is on utility power. Solid yellow indicates that utility power is not present and the unit is on battery power. Flashing green LED indicates the unit is fast-charging.
Output	Green indicates the unit is working properly and DC output power is provided by the battery or the utility power.
Replace Battery/ Alarm Silence	Red indicated that the battery must be replaced or that the battery is disconnected. See ***Battery Replacement***. Pressing this button will silence the audible alarm. See ***Alarm Silence Button.***

Audible Alarm

Explanation	Description
On Battery	Four beeps in four seconds will be emitted one time only. This alarm will sound when the utility power is lost and the unit goes on battery power.
Low Battery Voltage	Every five minutes, four beeps in four seconds will be emitted. This alarm will sound when operating on battery and the battery voltage has dropped below threshold, indicating that less than 20% of available runtime remains.
Replace Battery	Every fifteen minutes, there will be a quarter-second beep when the battery fails the automatic self-test.

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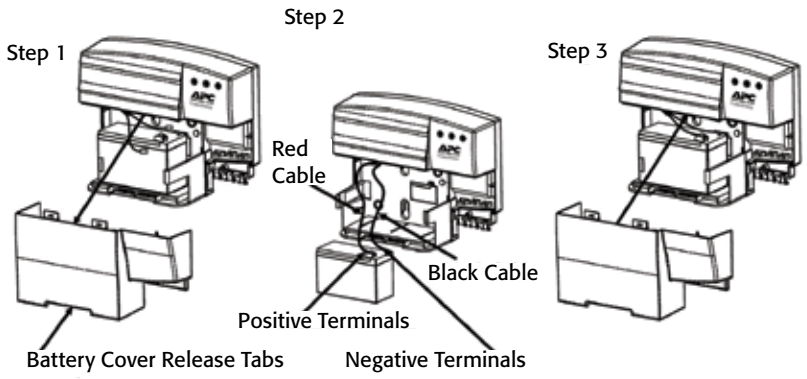
Maintenance

Battery Replacement:

1. Use the indicator lights to confirm that battery replacement is required
2. Open the battery compartment cover
3. Remove the old battery from the battery compartment
4. Remove the positive (red) and negative (black) leads from the old battery
5. Attach the negative (black) and positive (red) leads to the new battery
6. Insert the new battery into the battery compartment
7. Close the battery compartment cover
8. Use the indicator lights to confirm proper battery operation



5. APC PowerShield CP24D12

If your battery needs to be replaced on the APC PowerShield CP24D12 battery backup unit, call SureWest at **866.SureWest** (1.866.787.3937). We will replace your entire battery backup unit for free.

Troubleshooting

Digital TV Troubleshooting

Important Note: If all your SureWest services are down, please check the power to the SureWest equipment in your house.

By performing basic troubleshooting before you call our Technical Support team, you can often resolve the problem immediately and save time. Try using the following steps:

- **Check power to equipment –** Verify the electrical outlet has power and power cord is securely plugged in to TV, set-top box, DVR, etc.
- **Check cables and connectors –** Make sure all cables and connections are securely connected to your TV and each piece of equipment.
- **Power cycle the set-top box –** The black power cord must be unplugged from the back of the set-top box for 10 seconds and then plug it back in. Wait for the setup to complete until you see a picture.
- **Verify TV is on the correct input channel –** Press the TV/Video button on the remote until you see a picture.
- **Verify TV is on the right channel –** Channel 3 or 4.
- **Remote Issues – Replace batteries –** Verify the batteries are not dead/low.

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Troubleshooting

Internet/Data Troubleshooting

If you are unable to connect to the internet or access the web:

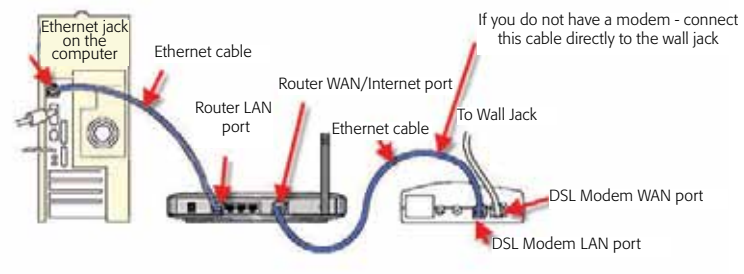
1. Check cables and connectors – Verify that the cord coming from the wall to your router/computer is securely plugged in.
2. Power cycle your DSL modem router (Linksys, Netgear, D–Link, etc.) and/or your computer. Turn OFF the power to these devices. Wait 10 seconds. Follow this sequence when turning ON the power – DSL modem, router and then your computer.
3. Disable any firewall/security software – Norton firewall, Norton Security, McAfee, Zone Alarm, etc.
4. Connect your computer directly to the data wall jack/DSL modem – disconnect any personal routers/switches.

If you are having speed issues:

1. By having a wired or wireless router this will reduce your Internet speeds (10% - 20% estimate) depending on the condition/model of your equipment.
2. Power cycle your DSL modem router (Linksys, Netgear, D-Link, etc.) and/or your computer. Turn OFF the power to these devices. Wait 10 seconds. Follow this sequence when turning ON the power – DSL modem, router and then your computer.
3. Run a speed test at speedtest.surewest.net and keep a note of the test results. Check your SureWest bill to verify which Internet speed package you are subscribed to. If the speed test results are significantly slow, disconnect the wired/ wireless router and connect your computer directly to the wall jack or DSL modem. Run the speed test again.
4. Check your computer for viruses/spyware. Free scan is available on www.trendsecure.com/portal/en-US/

If you are installing a personal router:

- Turn off the power on your computer, router and/or DSL modem.
- Securely connect an end of an Ethernet cable to your computer, as shown.
- Securely connect the other end to any of the router's four LAN ports.
- Connect a second Ethernet cable from the router's single WAN/Internet port to the SureWest DSL modem or data wall jack.
- Follow this sequence when turning ON the power – DSL modem, router and then your computer.


Ethernet jack on the computer
Ethernet cable
If you do not have a modem - connect this cable directly to the wall jack
Router WAN/Internet port
Router LAN port
Ethernet cable
To Wall Jack
DSL Modem WAN port
DSL Modem LAN port

Voice/Phone Troubleshooting

No dial tone, static or hum on the line:

- Unplug each piece of equipment you have plugged into the telephone jack for this line.
  - Begin with computers, cordless phones and answering devices
  - After each phone is unplugged, check for dial tone on the next piece of equipment before unplugging it.
  - If dial tone is working, then the last piece of equipment (that was unplugged) most likely caused the trouble.
- When you get to the last piece of equipment, if you still have no dial tone, unplug it and plug one of your other phones back in to check for dial tone.
- If you still have no dial tone, run a simple test on the Standard Network Interface (SNI). It is a gray box about 6" by 9". It is usually located outside your house and normally near the electrical panel. Here you can determine whether the problem involves the inside wiring of the house or outside wiring.

*The SNI test only applies to customers in the Roseville, Citrus Heights and Antelope areas who have traditional standard access line service.

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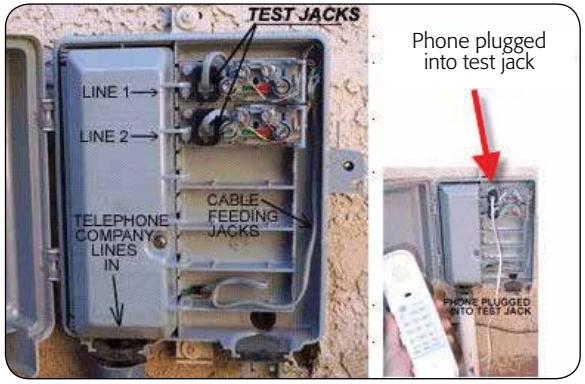
Troubleshooting

Once you locate the SNI, you can open it with a flat head screwdriver in order to gain access to the test jack. Inside you should find a test jack for every phone line within the house; each line should be labeled with the corresponding phone number. The test jack has a small cord with a modular plug inserted. Unplug this cord from the test jack and plug your working phone directly into it.



Listen for dial tone and quality of the line through the phone's earpiece. If the connection shows no improvement or you still have no dial tone, call our technical support department at **888.946.3477.** If the test is good at the SNI, that means the problem is with the inside wiring or jacks.

If you have the SureWest Inside Wire maintenance plan, we will make the repairs for you.

If you do not have the SureWest Inside Wire maintenance plan, you may do your own repair work, hire someone to do the repair work for a fee or hire SureWest to do the repair work for a fee.

There are many other voice-related trouble types, e.g., can't call long distance, calling party gets a recording, can't hear or be heard, etc. When you call to report such trouble, it is important to provide as much detail as possible. "What number were you dialing", "what recording are you reaching", etc.

If you have recently purchased new phones and they aren't working or certain features aren't working, then please be ready to provide us with the make and model of the phone and whether it is corded or cordless.

Digital Phone Troubleshooting (for customers in greater Roseville area)

If you are experiencing no dial tone or noise on the line, follow the instructions below depending on the piece of equipment installed in your house:

Comtrend 5631T or Nexus 5361T DSL modem with Innomedia/ATA

RG634

1. Unplug the power cable from the equipment above.
2. Wait 30 seconds then plug the power cable back in and ensure it is secure.
3. Test your phone to verify if you have dial tone now.

Verify all the physical connections are good

Ethernet cable from WAN port on Innomedia/ATA should be connected to Comtrend DSL modem LAN 3x (if you have SureWest video service) or LAN 4x (if you do not have SureWest video service)

Your computer/router should be directly plugged into Comtrend DSL modem LAN port 1x or 2x.

If service is still down...

Disconnect the existing cable from Phone 1/Phone 2 on Innomedia. Connect a hardwire phone directly into that same jack. Check for dial tone.

Disconnect the existing cable from Tel 1/Tel 2 on RG634. Connect a hardwire phone directly into that same jack. Check for dial tone.

Note: If a dial tone is present when the phone is directly connected to Innomedia/RG634 that would indicate a problem with the house inside wiring. If there is no dial tone that would indicate a problem with the SureWest equipment.

Please contact our Technical Support Department (open 24 hrs) at **866.SureWest** for additional assistance.

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1.866.SureWest